

Last Updated : **October 20, 2018**

MOHAMMAD MARUF HOSSAIN

Address: Basila, West Dhanmondi Housing, Road:4, House: 14
Mobile : 01799383069
email:lisanbd@gmail.com



Career Objective:

To pursue a career where i will have the opportunity to utilize my knowledge and skills for professional career development

Career Summary:

Looking for an organization where good work environment is present along with fair HR policy and where i can serve for a longer period. A company that ensures after job-life security after retirement with favorable package such as PF fund, Gratuity, leave Encashment and fair leave policy etc.

Special Qualification:

More than 2 years experience as an executive in the field of Client service as well as In the field of brand marketing. Competent at understanding and managing customer inquiries and solution in a high volume atmosphere+Documentation Specialist.

Employment History:

Total Year of Experience : 7.1 Year(s)

1. **Medical Scribe(Documentation Specialist)-Transcriptionist (July 1, 2016 - February 27, 2018)**

Augmedix BD

Company Location : 17/C, Panthapath (near square hospital), Augmedix building. Dhaka, Bangladesh

Department: Medical Scribe

Duties/Responsibilities:

Responsibilities will include, but not limited to:

1. Assist US providers (doctors, nurses, physician assistants) in documenting the patients electronic health record (EHR).
2. Navigate the EHR during patient visits in assistance of patient care.
3. Assist providers in a variety of specialties including primary care, Orthopedics, Oncology, hematology, General Diseases related problems.

2. **Sr.Brand executive /Marketing Coordinator (August 3, 2013 - April 30, 2016)**

at National Fittings & Accessories Ltd. (Concern of National Polymer Industries Ltd.)

Company Location : UDAY TOWER Plot No- 57 & 57/A (2nd Floor), Avenue, Circle-1, Gulshan, 1212, Dhaka

Department: Marketing & Brand

Duties/Responsibilities:

• Maintaining liaison with advertising agency as well as various vendors regarding Various promotion and brand related matters such as print media, shop sign, banner, festoon, year calendar, vehicle branding, electronic and print media management etc.

• Competitor analysis/Market Survey and report writing.

• Corresponding with both local & foreign stakeholders via e-mail, phone.

• Updating company's social media page and ERP software regarding sales activity region wise.

• Event/Campaign planning, coordination and execution.

• Generate and provide sales opportunities to Sales Manager.

• Preparing marketing & promotional plan as per supervisor guidance.

3. Client/Customer Service executive (June 1, 2011 - July 28, 2013)

Brandvent Communication

Company Location : Road: 2, House: 23a, old dohs, banani

Department: Client Service

Duties/Responsibilities:

Act as a client service coordination officer between corporate clients and ad agency regarding all sorts of promotional materials & brand related activities such as-

A. Product package design banner, leaflet, Backdrop, vehicle branding.

B. Outdoor marketing coordination.

C. Event management Coordination.

D. Print electronic media buying and management.

E. Press Release writing.

F. Maintain good rapport with existing and potential clients.

G. New client hunting

4. Customer Support executive (Intern) (March 3, 2010 - August 30, 2010)

British Council Bangladesh

Company Location : 5, fuller Road

Department: Customer service

Duties/Responsibilities:

A. Assist student via face to face customer support by providing all necessary information regarding IELTS exam.

B. Counseling students regarding exam. Assist students in filling up form.

C. Identity verification.

D. Taking pre enrollment interview to determine candidates eligibility.

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration
MBA	Marketing	Northern University Bangladesh	CGPA:3.37 out of 4	2010	1 Year
BBA	Marketing	Northern University Bangladesh	CGPA:3.73 out of 4	2009	4 Year
HSC	Business Studies	Tejgaon College	CGPA:3.1 out of 5	2003	-
SSC	Business Studies	Motijheel Model High School & College	CGPA:4.13 out of 5	2001	-

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
Mastering in customer service	Call center training	FiFotech	Bangladesh	Janata Tower, Karwan Bazar	2017	2 months

Professional Qualification:

Certification	Institute	Location	From	To
Post Graduation Diploma In Human Resource Management (PGDHRM)	Bangladesh Institute of Management Studies (BIMS)	United Kingdom	September 3, 2012	February 28, 2013
IELTS- (7.00)	British Council	Dhaka	September 16, 2006	September 16, 2008

Career and Application Information:

Looking For : Mid Level Job
 Available For : Full Time
 Present Salary : Tk. 25000
 Expected Salary : Tk. 25,000
 Preferred Job Category : Marketing/Sales, Customer Support/Call Centre, Data Entry/Computer Operator, Other Special Skilled Jobs
 Preferred District : Dhaka
 Preferred Country : Saudi Arabia, Sweden, United Kingdom, United States, Australia, Canada, Singapore, South Korea, Switzerland, United Arab Emirates
 Preferred Organization Types : Banks, Telecommunication, Manufacturing (FMCG), NGO, Multinational Companies, Embassies/Foreign Consulate, Garments, Hospital, Airline, Food (Packaged)/Beverage, Real Estate, Group of Companies

Specialization:

Fields of Specialization
<ul style="list-style-type: none"> • Advertising & Promotion • Brand Promotion • Media Management • Public Relation • Customer Support/ Client Service • correspondence

Extra Curricular Activities:

1. 2nd Division Cricket Player for Abahani Cricket Club as an all rounder. 2. Blood Donor at Red Crescent Bangladesh.

Language Proficiency:

Language	Reading	Writing	Speaking
English	High	High	High
Bengali	High	High	High

Personal Details :

Father"s Name : Mohammad Motahar Hossain
Mother"s Name : Shahreen Hossain
Date of Birth : March 25, 1986
Gender : Male
Marital Status : Single
Nationality : Bangladeshi
Religion : Islam
Permanent Address : Village-Kirtibashi, P.O-Lakhpur, P.S-Monohardi, District-Narsindi
Current Location : Dhaka

Reference (s):

Name : Md. Maruf Akter
Organization : Elite Paint & Chemical Industries
Designation : Senior Manager- HR & ADMIN
Address : Syed Grand Center, Sector-7,
House-89, Level: 8 & 12
Phone (Off.) :
Phone (Res.) :
Mobile : 01712654995
EMail : corporateadmin@elitepaint.com.bd
Relation : Professional
