

1<sup>st</sup> January 2020

Dear concern,

I should be grateful if you would consider my application for the position. I am looking forward to search for a new career opportunity in a well-established organization, where my academic background and personnel skills will allow me the opportunity of growth.

I have the ability to grow with this job, handle responsibilities and build positive relationship with the working environment and colleagues at all levels. My present employer is very satisfied with my performance and I am confident that I can bring the same level of high performance to your company.

Beyond that which is already mentioned in my attached resume. I am someone who knows how to set goals and achieve them and have a proven track record of being able to conceive, develop and execute strength.

I hope that you will look favorably upon my application by recognizing my enthusiasm, talents in this field and my potential. I would dearly like for further discussion about the available scopes of the position, with you in person, and would welcome the chance of a meeting.

Thank you in advance for your time and consideration.

Yours sincerely

Sunny Ken.

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# SUNNY KEN



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## Personal Objective:

Intend to pursue a career in an organization where there is sufficient scope to learn grow and achieve a significant position in the higher echelon by one's performance and effort

**Career Objective:** To develop my career in a reputed private sector where I can enhance my skills and knowledge and to work for the growth of the institution is the ultimate goal for me.

**Career Summary:** Good Experience of Sales/Marketing & Customer care job including Administration with different types of companies in Bangladesh.



## Experience

### Company #1:

#### **Inpace Management Services Limited**

(From 1 January 2018 to continuing)

Senior Executive of Client Service

### Company #3:

#### **Digicon Technology (Airtel)**

(2016 – 2017)

Worked as a CSR

### Company #5:

#### **Swapno Super Shop. (ACI LOGISTICS)**

(2013 - 2014)

AOM (Assistant Manager)

### Company #2:

#### **"Careers Australia Bangladesh**

(2017 - 2018).

Worked as Client Relationship Manager

### Company #4:

#### **CEMS GLOBAL**

(2014 - 2015)

Executive Assistant

### Company #6:

#### **Mycolife Food & Nutrition**

(2010-2012)

Marketing Assistant

## Professional Experience:

**January 2018 to till now**

**Senior Executive**

**Client Service**

**Inpace Management Service Ltd.**

**Work Station: Suite#601, Concord Tower, 113 Kazi Nazrul Islam Avenue, Dhaka – 1000**

Inpace Communications formed to satisfy the ever-increasing demand for Computer Graphics & DTP, Direct Marketing, Fulfillment Services, and IT Enabled Services, Management Consultancy, Market Communication, Event Management and PR Management services. The primary goal was to explore the market for computer education, graphic design & printing management, corporate promotion, logistics support service and event management. Inpace Management Services Limited was registered on 1st August 2004 to diversify its business and serve the customers in a more organized and professional way. Over the last 16 years, Inpace was making substantial progress in achieving its primary goals. While doing this, the company gradually expanded its business into Fulfillment Services, Lead Generation, Direct Marketing and IT Enabled Services for most of the renowned multinational IT companies present in Bangladesh. At present, Inpace has its name as a professional house of fulfillment and outsourcing activities for major MNCs and local corporations. Following are the accountabilities for which I am accountable for...

- Primary responsibility is maintaining long-term, post-sales relationships with existing customers across a wide selection of companies and industries.
- Will have to collaborate with sales management for ensuring successful implementations, and focus on relationship management to ensure that the customers serve as positive references.
- Take full responsibility for managing a growing customer portfolio within the assigned region.
- Act as the liaison between the Sales and other departments such as Business Development, Product Development and Technical Services
- Pro-actively call all contact levels to ensure their experience with their expectations and that they are satisfied with the products and services.
- Identify and close opportunities for upgrades and growth
- Perform above what is expected to provide exceptional support and service to customers
- Maintain current functional and technical knowledge of the entire product line
- Help to document best practices in customer relationship management and in deploying solutions



## **Educational Qualification:**

Degree	Institution	Year	Result	Major
MBA	University of Asia Pacific	2019	CGPA : 3.39	Supply Chain Management
BBS	Tejgaon College-Dhaka	2011	Higher Second Class	Accounting
Higher Secondary Certificate (H.S.C)	Stamford College- Dhaka	2008	GPA: 4.00	Business Studies
Secondary School Certificate (S.S.C)	Rajdhani High School- Dhaka	2006	GPA : 3.38	Business Studies



## **Skill:**

### **Computer & Communication:**

- ❖ Have a good knowledge in MS Office Package.
- ❖ Moderate in Adobe Photoshop and Illustrator.

### **Interpersonal:**

- ❖ Strong Perception.
- ❖ Being able to motivate & direct others.
- ❖ Ability to work in a group.

### **Language:**

- ❖ **Bangla:** Mother tongue.
- ❖ **English:** Conversant.
- ❖ **Hindi:** Basic

- ❖ Able to work efficiently under pressure and fulfill deadlines.



## **Personal Information:**

<b>Father's Name</b>	: Robert Ken
<b>Mother's Name</b>	: Eli Ken
<b>Date of Birth</b>	: 31 January 1990
<b>Blood Group</b>	: A+
<b>Religion</b>	: Christian
<b>Marital Status</b>	: Unmarried
<b>Nationality</b>	: Bangladeshi
<b>NID</b>	: 6437778019



## **Reference:**

### **Supervisor**

#### **1. Waliul Khan**

**District Manager**

**Bata shoe company Bangladesh ltd.**

**Cell: 01766664291**

#### **2. Aldrin Khan**

**Manager**

**Mycolife Food & Nutrition**

**Cell: 01711950501**