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SYED MASUM HOSSAIN

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Career Objective:

To succeed in an environment of growth and excellence and earn a job which provides me job satisfaction and self development and help me achieve personal as well as organization goals.

Employment History:

Total Year of Experience : 12.9 Year(s)

1. Manager (May 5, 2016 - Continuing)

Aurora Power Engineering Ltd

Company Location : Doctor`s chembar,Estarn plaza,Level-8,Hatirpul,Dhaka

Department: Sales & Marketing

Duties/Responsibilities:

- * Building the business within the territory using a variety of sales techniques
- * Targeting potential customers and assessing opportunities for sales
- * Putting together a list of target companies within the area
- * Analysing competitor activities in the region and assessing opportunities for business development
- * Networking with businesses in the territory and building relationships
- * Working closely with other territory sales managers and national account managers
- * Putting together sales strategies to target large accounts
- * Develop and maintain relationships with major or key accounts within a specific area or market
- * Train sales staff, implement sales incentive programs and goals to increase employee performance
- * Reporting to senior managers on client needs, service delivery issues, and any competitive threats
- * Maintaining and updating territory records of all customers
- * Monitoring your team"s performance and motivating them to reach targets

2. Showroom Manager (August 14, 2014 - April 4, 2016)

PRAN-RFL Group

Company Location : Bogra

Department: Electronics

Duties/Responsibilities:

- * Targeting potential customers and assessing opportunities for sales marketing
- * Analysing competitor activities in the region and assessing opportunities for business development
- * Networking with businesses in the territory and building relationships
- * Putting together sales strategies to target large accounts
- * Train sales staff, implement sales incentive programs and goals to increase employee performance
- * Maintaining and updating territory records of all customers

3. Customer Service Officer (August 13, 2012 - November 25, 2013)**National Air Services**

Company Location : Hajrat Shahjalal International Airport

Department: Customer Service

Duties/Responsibilities:

- *Checks in passengers and baggage, using manual system, in accordance with airline procedures.
- *Check passengers Passport, Visa and Ticket before providing Boarding Pass.
- *Providing boarding passes and luggage labels.
- *Provide up to date information on flights and services.
- *Informing customers about any changes made after the ticket reservation.
- *Board flights and escort passengers to aircraft as needed.
- *Provide accurate gate information, flight arrival and departure information as well as respond to general inquirers.
- *Consistently maintain a positive attitude and enjoy helping people.

4. Protocol officer (May 4, 2009 - August 6, 2012)**Cosmos Group**

Company Location : Dhaka

Department: Administration

Duties/Responsibilities:

- * Receive & dealing with CIP, VIP, Foreign delegate, local passengers (Arrival + Departure).
- * Provide protocol to clients at the airport both international and domestic.
- *Deal with Immigration Authority and airport security force for clearance of clients
- *Arranging collection of travelers and baggage and ensuring speedy passage through the airport.
- *Hotel booking, Visa & Ticketing etc

5. Customer Service Executive (February 1, 2005 - March 5, 2009)

Meet,Greet And Assists (Pvt) Ltd

Company Location : Zia International Airport,Dhaka

Department: Customer Service

Duties/Responsibilities:

*Receive passengers (Arrival + Departure).

*Provide protocol to clients at the airport both international and domestic.

*Deal with Immigration Authority and airport security force for clearance of clients

*Arranging collection of travelers and baggage and ensuring speedy passage through the airport.

*Protect clients from extortion or harassment by airport authorities etc.

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration
M.A	Arts	National University	Second Class, Marks :55%	2000	2
B.A	Arts	National University	Second Class, Marks :55%	1996	2
HSC	Science	Hazi Mohammad Mohashin College, Khulna	Second Division, Marks :55%	1994	2
SSC	Science	Diana School, Khulna.	First Division, Marks :70%	1992	1

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
Direct Sales And Handling Customers	Sales & Customer Service	Khulna Infotech And Banglalink company	Bangladesh	Khulna	2006	2
Direct Sales And Handling Customers	Sales & Customer Service	Green Line Paribahan Ltd	Bangladesh	Dhaka	2005	1
Direct Sales And Handling Customers	Sales and Marketing	Prime Aluminium Ltd	Bangladesh	Dhaka	2002	2
Direct Sales And Handling Customers	Customer Service	Shohag Paribahan Pvt Ltd	Bangladesh	Dhaka	2002	1
Unified logistics management for health sector	Logistics and health	ACPR, ICDDR, and UNICEF	Bangladesh	Khulna	1998	2

Career and Application Information:

Looking For : Mid Level Job
 Available For : Full Time
 Present Salary : Tk. 20500
 Expected Salary : Tk. 35,000
 Preferred Job Category : General Management/Admin, Marketing/Sales
 Preferred District : Anywhere in Bangladesh.
 Preferred Organization Types : Banks, NGO, Logistic/Courier/Air Express Companies, Public Relation Companies, Engineering Firms, Garments, Airline, Freight forwarding, Garments Accessories, GSA, Immigration/Visa Processing, Shipyard

Specialization:

Fields of Specialization	Description
<ul style="list-style-type: none">• Consumer Durables - Sales & Marketing• Customer Support/ Client Service• Public Relation• Protocol	Customer Service, Marketing & Sales.

Language Proficiency:

Language	Reading	Writing	Speaking
Bangla	High	High	High
English	High	Medium	Medium
Hindi	Low	Low	Medium

Personal Details :

Father"s Name : Syed Mozaffar Hossain
Mother"s Name : Mrs. Aleya Begum
Date of Birth : November 5, 1977
Gender : Male
Marital Status : Married
Nationality : Bangladeshi
Religion : Islam
Current Location : Dhaka

Reference (s):

	<u>Reference: 01</u>	<u>Reference: 02</u>
Name	: Md. Anisur Rahman	S M Moniruzzaman
Organization	: Grameen Phone Company	Aurora Power Engineering
Designation	: Deputy Manager	CEO
Address	: Celebration Point. Grameen Phone Company. Dhaka-1212	Dhaka
Phone (Off.)	:	
Phone (Res.)	:	
Mobile	: 01711500809	01613000183
EMail	:	
Relation	: Professional	Others
