



# TANVIRUL ISLAM

ENTREPRENEUR, SALES & OPERATION EXECUTIVE

## Contact

+971 56 437 3464

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Al Muwaihat 3, Ajman , UAE

## SCHOLASTICS

MBA (Major in Management)

Applied

BBA (Major in Management)

GPA: 2.60 Out of 4.00

Year 2019

Higher Secondary Certificate

HSC (Business Studies)

GPA: 4.50 Out of 5.00

Year 2013

Secondary School Certificate

SSC (Business Studies)

GPA: 4.88 Out of 5.00

Year 2011

## KEY SKILLS

Quantitative and Qualitative  
Analysis

Relationship Management

Superior Time Management

Strategic Planning

Problem Management

Increases Productivity

Customer Focused

Business Negotiations

Intermediate Excel knowledge

Advanced Mail related works

To serve as a professional in a reputed organization that provides a great opportunity for career development, with my utmost capability and aptitude.

Highly motivated, deadline committed, goal driven executive person with over 8+ years of experience.

## Experiences

**Oct'23 – June'2024 (Almost 8 Months)**

**RED SEA Aluminium & Glass Co LLC (Ajman)**

**Internship**

Have Experienced & sound knowledge about Aluminium Sections and Accessories

**June'21 – May'2022 (Almost 7 Months)**

**AMAL AL MADEENA SUPERMARKET**

**Stall & Market Sales Person**

**KEY RESPONSIBILITIES:**

- Managed cash flow and financial transactions.
- Operated and maintained the POS system efficiently.
- Ordered products from suppliers and ensured timely deliveries.
- Provided regular updates and reports to the owner.
- Handled credit customer accounts and payments.
- Directed staff to boost sales and maintain store standards.
- Monitored product quality and managed supplier returns.

**Aug'19 - Jul'20 (Almost 1 Year)**

**Robi Axiata Limited (Telecom Company)**

**Operations Executive Vehicle Tracking Department**

**KEY RESPONSIBILITIES:**

- Managed comprehensive back-office operations, ensuring smooth administrative processes.
- Provided continuous support to the sales team, enhancing their efficiency and effectiveness.
- Collaborated with corporate clients to generate new sales and nurture existing accounts.
- Ensured timely collection of outstanding bills from corporate clients, maintaining strong financial relationships.
- Analyzed diverse business reports to strategize and boost sales and revenue.
- Created and generated various sales and revenue reports daily, facilitating informed decision-making.
- Managed call center queries via mail and telephone, ensuring prompt and satisfactory resolutions.
- Delivered direct customer service, addressing inquiries and concerns effectively.
- Scheduled and coordinated meetings with clients to acquire new corporate accounts.
- Demonstrated comprehensive product knowledge during client meetings to enhance understanding and satisfaction.
- Successfully revived overdue corporate accounts, optimizing financial outcomes.
- Collaborated closely with vendors to resolve billing and other operational issues promptly.

## IT Proficiency

MS Office (MS Excel, MS Word, MS PowerPoint), Outlook, etc.

Operating Systems:  
Windows 7, 8, 10

## Personal Info

- Nationality : Bangladeshi
- Marital status : Married
- Home Address : Comilla, Ctg
- Blood Group : A+
- DOB : May-1995

## Passport & Visa

- Passport No : A00292816
- Date of Issue : 19 JAN 2021
- Date of Expiry : 18 JAN 2031
- Visa Status : Own visa with NOC

## HOBBIES & LANGUAGES

✈ Travel	BANGLA	■■■■■■■■■□
🎵 Music	ENGLISH	■■■■■■■■□□
🎮 Games	HINDI	■■■■□□□□□
🌐 Browsing	ARABIC	■□□□□□□□

## Proprietor Of

**QASR AL WAFA Grocery L.L.C**

Al Muwaihat 3, Ajman, UAE



## Reference

**Mar'18 - Jul'19 (1 Year 4 Months)**

**Banglalink Digital Communication (Telecom Company)**

**Back Office Executive B2B/SME Department**

### KEY RESPONSIBILITIES:

- Managed and coordinated a dynamic team of 14 B2B sales professionals, fostering collaboration and maximizing performance.
- Strategically planned and provided clear instructions to sales members, driving business development and enhancing sales strategies.
- Generated comprehensive sales and revenue reports daily, providing critical insights for decision-making and growth.
- Conducted weekly market visits with sales team members and line managers, ensuring alignment with market trends and strategies.
- Supported all back-office operations as needed, ensuring seamless administrative processes.
- Maintained optimal product stock levels and facilitated timely delivery to sales teams, ensuring consistent availability for customers.
- Provided exceptional customer service through proactive telephonic support and on-site visits, enhancing client satisfaction and retention.
- Analyzed various business reports to identify opportunities for improving sales strategies and increasing revenue.

**Mar'17 - Feb'18 (1 Year)**

**Banglalink Digital Communication (Telecom Company)**

**Office Assistant & Store Keeper Customer Care Depart.**

### KEY RESPONSIBILITIES:

- Coordinated with 7 regional teams of customer service professionals, ensuring seamless communication and operational efficiency.
- Managed product stock and facilitated timely delivery to all service points via courier, optimizing availability and sales opportunities.
- Regularly monitored office supply inventory, proactively reordering supplies to maintain smooth operations.
- Generated detailed stock-related reports daily, providing crucial insights for decision-making and operational planning.
- Organized monthly meeting and training schedules, overseeing essential administrative tasks to support team development.
- Effectively communicated upcoming events, meetings, and other activities to all stakeholders, ensuring alignment and participation.
- Performed various clerical tasks as required, maintaining organized office systems and workflows.
- Provided comprehensive support for back-office operations, ensuring efficiency and compliance with company standards.
- Reported updates and issues promptly to the line manager, facilitating timely resolutions and operational improvements.

**May'15 - Feb'17 (1 Year 9 Months)**

**Avee Enterprise (Distributor of Banglalink)**

**Assistant Manager Administration Department**

### KEY RESPONSIBILITIES:

- Managed a diverse team of 18 sales professionals and 10 brand promoters, fostering a collaborative and high-performance environment.
- Guided and supported the sales team to achieve monthly targets, providing strategic assistance and motivation.
- Updated and reported on performance metrics daily, ensuring transparency and accountability across the team.
- Collaborated closely with the line manager to analyze, plan, and implement new strategies for business growth.
- Maintained optimal stock levels at the distribution house, overseeing supplies and related logistics to support sales operations.
- Provided comprehensive reports to the house proprietor, detailing ROI, profit, loss, and sales target achievements on a weekly and monthly basis.
- Implemented cost-control measures to optimize distribution house profits while maintaining quality service.
- Motivated employees to align with company goals and values, fostering a positive work culture and enhancing productivity.
- Led hiring, training, and development initiatives for new employees, ensuring a skilled and motivated workforce.
- Resolved retailer issues promptly and effectively, enhancing overall satisfaction and maintaining strong business relationships.
- Ensured stores met company standards through effective stocking, cleaning, and maintenance practices.
- Completed assigned tasks from the general manager accurately and efficiently, contributing to overall operational success.
- Provided support to the store manager as needed, demonstrating flexibility and teamwork.