



Mehnaz Sharmin

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Nationality: Bangladeshi, Religion: Islam

Education

MBA-End: 13.04.2023
University of Chittagong
Department of Marketing
Result: 3.48

BBA- End: 15.12.2021
University of Chittagong,
Department of Marketing
Result: 3.50

(The University of Chittagong consistently ranks among the top 10 public universities in Bangladesh, particularly recognized for its excellence in fields such as business school)

Skill

- Microsoft excel- Good
- Customer Service- Good
- Promotion – Good
- Communication skill-Excellent
- Teamwork- Excellent
- Presentation- Excellent
- Problem Solving- Very good
- Analytical Ability- Very Good
- Level-headed- Good
- Driving Licence- (Learner)

Language

- English – fluent
- Bangla- Native
- Hindi- Speak

Visa status

Employment Visa
Availability: able to join immediately

As an experienced professional with a solid background in strategic planning, communication, and analytical skills, I am eager to take on a challenging role where I can contribute to the development and execution of innovative organizational strategies. I am seeking a position that not only leverages my expertise but also provides opportunities for continued growth, professional development, and mentorship. My goal is to build a rewarding and successful career by further enhancing my skill set and staying current with industry trends

Experience

Shining Apparel Garments Trading LLC- UAE

Branch supervisor

- Supervise and support showroom staff, including sales associates, to ensure high levels of performance
- Efficiently organized staff duty hours arranged balanced shifts, managed leave and overtime, and resolved scheduling conflicts through a weekly planning system.
- Ensure that customers are greeted and assisted in a professional and friendly manner.
- Address customer complaints or issues promptly to ensure satisfaction.
- Enhance the customer experience by implementing service standards.
- Develop strategies to boost showroom sales and meet revenue goals.
- Work closely with upper management to align showroom activities with the company’s strategic goals.
- Plan and implement promotional activities and organize marketing campaigns through both digital and traditional channels, ensuring effective audience engagement, brand visibility, and measurable business growth.

Research Assistant – Bangladesh- 2023-2024

Professor: Md Bazlur Rahman
Department Of Marketing, University of Chittagong

British Council - Bangladesh – 2021- 2023

Exam Invigilator (Face to Face customer service)

- Ensured that the examination venue was set up on time according to guidelines
- Provided clear and concise instructions to candidates before and during the examination, including the start and end times, rules, and guidelines
- Checked candidates' identification and admission documents, ensuring that they meet the eligibility criteria for the examination
- Prepared to assist candidates or customers with any administrative issues or emergencies
- Supervised and managed up to 50 students simultaneously during examination periods, ensuring adherence to established rules and guidelines.
- Maintain professionalism and ensure smooth customer service and collaborate with management to upgrade the service

Image Garments Ltd

Internship

Department – Digital Marketing and Human resource management