

MD. MUSTAFIZ ALI

41, Nasir Uddin Sarder Lane, Dholaikhal, Dhaka-1100.
01716290887(Cell Phone),
mustafizalihrm@gmail.com



Summary of Qualifications

To seek challenging assignment and responsibility, with an opportunity for growth and career advancement as successful achievements. Able to take up challenging assignment at work place with effective leadership and contribute to growth of organization by using knowledge, skill, experience in the best possible way through honesty, dedication and commitments.

Educational Qualification:

Name of Degree	Institution Name	Major Subject	Passing Year	Result
Post Graduation Diploma in Management (PGDM)	Open University Bangladesh	Management	Will 2021	-
Masters of Business Administration (MBA)	Stamford University, Bangladesh	Human Resources Management	2013	CGPA 3.45 / 4
Bachelor of Business Administration (BBA)	Stamford University, Bangladesh	Human Resources Management	2009	CGPA 2.93 / 4
Higher Secondary Certificate Examination (HSC)	Ideal College, Dhaka Board	Business Studies (Commerce)	2004	GPA 4.00 / 5
Secondary School Certificate Examination (SSC)	Dhaka Government Muslim High School, Dhaka Board	Business Studies (Commerce)	2002	GPA 3.38 / 5

Employment History:

Experience in Human Resources Department & Administration	Experience in Customer Service & Call Center
<p>1. Employer Name: Praava Health Bangladesh Ltd.</p> <p>Designation: Administration Executive Duration: October 09, 2018- October 31, 2019 Department: Human Resources Department</p> <p>Responsibilities:</p> <ul style="list-style-type: none"> • General Administrative activities • Transport Pool Management. • Staff Canteen Management • Expat Accommodations & others facilities management. • Monthly Utility Bills, Vendor Bills, others general bills management • Support Staffs, Drivers management. 	<p>1. Employer Name: bKash Limited</p> <p>Designation: Junior Officer - Customer Service Duration: December 8, 2014 - January 3, 2016 Department: Customer Service</p> <p>Responsibilities:</p> <ul style="list-style-type: none"> • Coordinate 48 bKash front office via email; phone call, Skype and visit physically • Maintain Stationary supply chain system • Ensure billing (Monthly/weekly) • Monitoring daily based courier receiving facilities • Follow-up email execution on based on SLA limit • Ensure quality of frontline executive and back office executive • Prepared instruction materials for different level of bKashplus
<p>2. Employer Name: Apollo Hospitals Dhaka</p> <p>Designation: Executive – Administration Duration: July, 2017 –October, 2018 Department: Human Resources Department</p> <p>Responsibilities:</p> <ul style="list-style-type: none"> • Accommodation for Expatriate Employees including apartment lease • Management, renewal, termination and extension with Maintenance Monitoring. • Transport Pool Management. • Monitoring official Mobile bills including limit management as per the policy. • Hotel booking and ticketing for local and foreign visits. • Make sure all utility bills, Mobile bills, Internet Bills, Club Bills etc. has paid in time. • Monthly payment process of vendor's bills and sending necessary adjustment instruction if any. • E-mail communication, Letter drafting like invitation, forwarding, Office note etc 	<p>2. Employer Name: bKash Limited</p> <p>Designation: Call Center Agent Duration: March 2, 2014 - December 7, 2014 Department: Customer Service</p> <p>Responsibilities:</p> <ul style="list-style-type: none"> • Answering phones from customers professionally and responding to customer inquiries and complaints. • Researching required information using available resources. • Handling and resolving customer complaints regarding product sales to customer service problems. • Providing customers with the organization's service and product information. • Processing forms, orders, and applications requested by the customers.
	<p>3. Employer Name: Brac Bank Ltd</p> <p>Designation: Guest Service Executive (GSE) Duration: September 23, 2012 - February 26, 2014 Department: Reatal Banking</p> <p>Responsibilities:</p> <ul style="list-style-type: none"> • Provide Customer Service over phone. • Perform customer verification's as per policy. • Need to provide excellent customer service and give precise information to the customer, ensuring customer satisfaction. • Serve customers with helping attitude and thus play a significant role in customer satisfaction, retention, and acquisition. • Proactively ensure that customers are aware of necessary information and any special instructions. • Provide solutions and alternatives based on customer needs.

Computer Skills:

Have successfully completed several computer fundamental & application related courses and fully able to:

- Work with various operating systems like Windows 98-10S, Microsoft Office 97-2016 on Personal Computer (PC) & Laptop.
- Familiar with Microsoft Office 97-2016 (Word, Excel, Access, PowerPoint, Outlook Express) Application, Adobe Photoshop.
- Successfully manage internet access, freelancing, Blogging.
- Familiar with Keyboard interface in English with good speed.

Language Skills:

- Bangla: Expert user
- English: Good user
- Hindi: Beginner

Extra-curricular Activities:

- I was elected Class Representative (CR) from my BBA and MBA both level.
- I am elected Publication Secretary of Simanto Khelaghori Asor Gandaria (A branch of Central Khelaghori Bangladesh)
- Have active participation in conducting debates, photography, and cultural programs.
- General Member of Stamford University Photography Society

Personal Information:

Father's Name : Md. Nowab Ali

Mother's Name : Mukta

Date of Birth : 8th June 1986

Present & Permanent Address : 41, Nasir Uddin Sarder Lane, Dholaikhali, Dhaka-1100.

Nationality: Bangladeshi

Reference (s):

Name	Nafiz Chowdhury	Name	Thuhied UI Alam	Name	Saiful Islam
Organization	Evercare Group	Organization	Praava Health Bangladesh	Organization	Union Group
Designation	AGM -Human Resources	Designation	Manager - Human Resources	Designation	Asst. Manager-Transport
Mobile	01755634678	Mobile	01671750598	Mobile	01916903233
email	nichowdhury@gmail.com	email	thuhied.alam@gmail.com	email	Shaiful.at25@gmail.com

Date- 13th October 2020

Mustafiz Ali