Md. Habibur Rahman Rasel

Talks about
Relationship management,
service assurance &
process development

Mailing address

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in Md. Habibur Rahman Rasel

Expertise areas

- ❖ Relationship management
- ❖ Operations management
- ❖ Distribution management

Achievements

- ❖ Becoming the In-house trainer for 'Customer service excellence'.
- ❖ Becoming the Second line supervisor for the client retention process.
- ❖ Lead generation through key account management.

Computer literacy

- ❖ Simple Network Management Protocol (SNMPc)
- ❖ IBM SPSS
- ❖ MS word
- ❖ MS Excel
- ❖ MS PowerPoint
- ❖ Adobe Lightroom

Career Summary

Results-driven professional with more than 4 years of progressive experience in the service industry . Proven skills in operations management, process improvements & relationship management.

Career break

Caregiving   (December, 2022 – Present)
During the last phase of my father I had to move to my hometown for his treatment.
Family need me after the departure of him.

Work experiences

Assistant Relationship Manager   (July, 2022 – Nov, 2022)
ISHO Ltd.
Dekko ISHO Group
Department: Corporate Sales
- Building new sustainable corporate relationships.
- Nourishing existing customers.

Senior Executive   (March, 2018 – June, 2022)
Link3 Technologies Ltd.
Department: Service Assurance
- Key Account Management
- Distribution management.
- Relationship management.
- Coordination with stakeholders.

Executive   (Oct, 2017 – Feb, 2018)
SSL Wireless
Department: Business Development
- Generated app-based solutions to enhance service.
- Researched and identified opportunities for growth.

Sales Advisor   (Jan, 2015 – Mar. 2017)
[Part-time]
Daraz Bangladesh Ltd.

- A part-time job that I applied for while available at the university campus.

Internship   (Oct, 2016 – Dec. 2016)
South Bangla Agriculture and Commerce Bank Limited
Section: General Banking

- Assisted customers with setting up or closing accounts, completing loan applications and etc.

Areas of interests

- ❖ Developing sustainable relationships.
- ❖ Networking.
- ❖ Experiencing new things.

Extra Curriculum activities

- ❖ Volunteer for social works in Link3 Technologies Ltd.
- ❖ Volunteer for AIUB Social Welfare Club.
- ❖ Voluntary youth worker for 'Kushtia Film Society' from 2010-2012.
- ❖ Voluntary youth worker for 'Projuktite Kushtia' from 2011-2012.

Personal information

- ▪ Nickname: Rasel
- ▪ Nationality: Bangladeshi
- ▪ Date of Birth: 01-01-1995
- ▪ Blood Group: B+
- ▪ Sports: Cricket, Football
- ▪ Fond of: Exploring new places
- ▪ Hobby: Community involvement

References

Sanjib Kumar Kuri
Lead Sales
ISHO Ltd.
Dekko ISHO Group
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Email: Sanjib.kuri@isho.com

Mizanur Rahman Khan
Asst. General Manager
Link3 Technologies Ltd.
Cell: +8801733607080
Email: mrk@link3.net

Academic qualifications

Master of Business Administration (MBA)
Institution: University Of Dhaka
Faculty: Faculty Of Business Studies
Completion year : 2020
Major: International Business
Result: 2.86

Bachelor of Business Administration (BBA)
Institution: American International University-Bangladesh (AIUB)
Completion year: 2017
Major: Marketing
Result: 3.20

Higher Secondary Certificate (**HSC**)
Institution: Kushtia Govt. College
Completion year: 2012
Concentration: Science
Result: 3.60

Secondary School Certificate (**SSC**)
Institution: Kushtia Zilla School
Completion year: 2010
Concentration: Science
Result: 4.69

Workshop & Training

- ❖ 'Customer Service Excellence' by Rushdina Khan.
- ❖ English for Business Communication.
- ❖ Basic MS Word & Excel.
- ❖ Corporate manners, Etiquette & positive attitude.
- ❖ Understanding customer needs and online behaviors.

I hereby insist that the information provided is accurate to the best of my facts and belief.