

Jash Bikash

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Career Summary:

Having noteworthy marketing, sales and account management experience with over 5 years in different functions in from core level to associate positions with job enlargement and enrichment as well as diversified job responsibility.

Career Objective:

Highly self motivated and energetic professional with extensive work experience seeking an opportunity for growth and career in a fast and deadline driven environment.

Working Experience:

1. Company Name: Bikroy.com Ltd. (Website: www.bikroy.com)

Current Position: Senior Executive, Sales **Duration:** From July 2017 to till now

- ⇒ Establish an efficient team which can ensure achievement of targets.
- ⇒ Ensure the training of the new joiners in the team.
- ⇒ Making sure that officers are doing the collection properly and depositing it flawlessly.
- ⇒ Prepare Client Visit & Customer Calls Plan for new joiners.
- ⇒ Prepare attendance & KPI report on monthly basis for the team.
- ⇒ Monitor & inform burning issues to Assistant Manager
- ⇒ Make sure KPI sheet are accurate and up to date.
- ⇒ Execute marketing efforts (Shop signboards, stickers etc.) seamlessly with members.
- ⇒ Formulate a win – win business situation with top dealers (have at least 10 top clients).
- ⇒ Other sales and marketing activities assigned by HOD to increase overall revenue of Bikroy.

2. Company Name: Consumark Limited (Website: www.consumark.com)

Current Position: Business Development Executive **Duration:** From April 2015 to June 2017

- ⇒ Identify and develop new business opportunities for the company.
- ⇒ Set-up discovery meetings to understand market segments and introduce of new products with potential clients.
- ⇒ Develop and implement strategic marketing plans and forecast to enhance market share.
- ⇒ Carry out market survey, analysis of competitors business activities and develop new ideas & strategies to improve business.
- ⇒ Manage accounts and exceed revenue growth, activities, and customer retention and customer acquisition.
- ⇒ Communicating new product developments to prospective clients & providing the product presentation.
- ⇒ Overseeing the development of marketing literature.
- ⇒ Providing reports to the management with feedback about marketplace and competitor activities.
- ⇒ Undertake regular project reviews with the project team to ensure transfer of knowledge.

3. Company Name: Carmudi Bangladesh (Website: www.carmudi.com.bd)

Designation: Account Management Executive **Duration:** From Feb 2014 to March 2015

Job Responsibility:

- ⇒ Maintaining customer relationship management tools and assuring their accuracy.
- ⇒ Initializing and maintaining excellent business relationships with more than 40 car dealers.
- ⇒ Converting potential clients into paying customers by offering premium services.
- ⇒ Collecting feedback from customers about their experience with Carmudi and generating reports in a structured and coherent format.
- ⇒ Initializing online and offline marketing campaigns with clients.
- ⇒ Maintaining high standards of content quality in our website by assuring a continuous exchange of information between car dealer and Carmudi content collection team.
- ⇒ Retaining and winning back dissatisfied clients.

4. Company Name: Augere Wireless Broadband Bangladesh Ltd. (QUBEE) (Website: www.qubee.com.bd)

Designation: Executive-Customer Services

Duration: From June 2012 to April 2013

Job Responsibility:

- ⇒ Provide one-stop quality Customer Service to ensure positive customer experience.
- ⇒ Capture customer insights and escalate critical issues/ complaints and provide timely feedback.
- ⇒ Providing technical support and any other information as per customer need.
- ⇒ Maintained a good interconnectivity with other departments to resolve customer's problem while working for the Customer Email service team. (Online Contacts).
- ⇒ Responsible for mass communication with customers regarding promotional activities both through SMS and Email.
- ⇒ Played a significant role in Quality Assurance, Customer Satisfaction, Retention and Win Back Operation.

Academic Qualification:

Award	Name of Institute	Year	Discipline	Grade/ Class
MBA	American International University-Bangladesh (AIUB)	2014	Marketing	3.16 (Out of 4)
BBA	American International University-Bangladesh (AIUB)	2012	Marketing	3.14 (Out of 4)
HSC	M.C.College, Sylhet	2005	Science	4.00 (Out of 5)
SSC	Sylhet Govt. Pilot High School, Sylhet	2003	Science	4.75 (Out of 5)

Personal Information:

Date of Birth: December 15, 1988

NID: 9196203121938

Blood Group: O+

Marital Status: Single

Permanent Address: "Aashirwad", Block-A, 3/2 Kazalshah (1st Floor), Medical Road, Sylhet-3100.

Interest and Hobbies: Reading, travelling, driving, entrepreneur grooming-up, music, movies & sports.

Soft Skill: Teamwork, convincing, inspiring, influencing, negotiation, leadership skill.

Computer Skill: Sound in Microsoft word, excel & power point presentation.

Language: Fluent in Bangla and English

References: Available upon request.

I certify that all information stated in this resume is true and complete to the best of my knowledge.

Yours Truly,



Jash Bikash