

MD. HASANUL BANNA

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Career Objective:

To excel in my area of activity by taking up challenging assignment at the Work place and maintaining a learning attitude, contributing to the growth of organization by putting to use My skill, experience and knowledge acquired over time. I want to become a creative efficient, active and hardworking professional.

Career Summary:

- Positive hard working with a positive attitude.
- Have experience to work with a group and also as a leader.
- Extensive experience in team oriented project and presentation and written and deliverable.
- Capable of performing in depth business research and analysis.
- Always self-motivate to learn and pick up new concept quickly.

Work Experience:

- **Grameenphone Ltd : - Aug 2015 to Feb 2018 (2.7 Years).**
- Worked on Grameenphone under Commercial and Finance.
- **Worked as a Customer Manager:**
 - Attending Calls Made to contact center by the subscribers.
 - Providing one stop solutions to the customer.
 - Communication between different stakeholders for finding the proper solution in case of critical issue.
 - Resolve customer QRC (Query, Request, and Complain), provide input into tracking system according to established guidelines, and ensure accurate records.
- **Worked with VAS Team:**
 - Worked with CRM 360 project.
 - Worked with DPDP project.
 - Maintain Vendor management.
- **Worked with sourcing SCM department :**
 - Handel all kind of document of company.
 - Maintain Vendor management.

- Maintain delivery management.
- Maintain order process.
- Maintain proper communication with Different region.
- Receiving Documents from Users/ Channels/Vendors in both of Physical and system.
- Quality checking, gap Identification and ensure right document through reconciliation.
- Uploading data in customized office application.
- Document Archiving in prescribed process.
- Ensure retrieving request as per SLA.
- Database preparation as per requirements.
- Maintain targeted KPI on a regular basis.
- End to end support for Archiving & Disposal Management.
- Ensure HSSE, 100% Ethics & Compliance.

Academic Qualification:

Exam Title	Concentration	Institute	Result	Passing year	Duration (years)
M.B.A		American International University-Bangladesh	3.63	2019	1.5
B.B.A	Accounting & Finance	American International University-Bangladesh	2.98	2016	4
H.S.C	Business Studies	D K B U college sirajgonj	3.60	2010	2
S.S.C	Science	Kashinathpur Abdul Latif High School	3.88	2008	2

Extra-Curriculum Activities:

Club	<ul style="list-style-type: none"> ➤ Volunteer for Office of Sports at AIUB; A member of Bangladesh Red Crescent Society; Member of AIUB Film Club. ➤ Working partner of "The Manager" organized the event "Wings Uni Futsal 2018" ➤ Working partner of "The Manager" organized the event "Wings Uni Futsal 2019"
Sports	<ul style="list-style-type: none"> ➤ Organizing The All Sports Tournament of AIUB Since 2013 to Present, ➤ Champion of AIUB Cricket Tournament 2015-17, ➤ Runners-up of AIUB Football Tournament 2015, Champion in 2016, ➤ Volunteer Works for AIUB since 2012.

Participation and Achievements:

- Best Employee of a month (February 2016)
- Best Employee of a month (August 2016)
- Took part in volunteering in programs of American International University-Bangladesh.
- Member of AIUB Business club.
- Participating in voluntary activity in various events to acquire the knowledge of people's perception.
- Captain of AIUB BBA Cricket Team.
- Took a part of Customer service cricket league (CSCL)
- Took a part of Grameenphone Premier League (GPPL)

Computer Skills:

- Operating System: Windows XP, Windows Vista, Windows 7, Windows 8 & Windows 10.
- CRM Expert, Expert in Microsoft Office package (Word, Excel, Outlook, PowerPoint)
- Able to learn new software applications.
- SAP, ERP

Language Proficiency:

Language	Reading	Writing	Speaking
Bengali	High	High	High
English	Quality of good review	High	Accurate grammatical range

Key Strength:

- Ability to Work Independently Under Pressure.
- Able to meet deadlines and handle responsibilities.
- Data Analysis.
- Customer Service.
- People management.
- Good communication/convincing skills in order to get in sales from B2B market.
- Project Management.
- Competitive Analysis.
- Customer Insight.
- Team Player
- Stress tolerance
- Leadership
- Goal oriented and results achiever.
- Attention to details

Personal Details:

Father's Name	:	Md. Shoriful Islam
Mother's Name	:	Shahnaz Begum
Date of Birth	:	July 01, 1993
Blood group	:	A+
Gender	:	Male
Marital Status	:	Unmarried
Nationality	:	Bangladeshi
National ID No	:	19932694807000019
Religion	:	Islam
Permanent Address	:	Vill:- Notunfulbari, All :- Sirajgonj

Reference:

Reference purpose	:	Name And Contact Address
Academic Reference	:	A.K. Nazmul Associate Professor Faculty of Business Administration American International University-Bangladesh (AIUB) Mobile no: +880 155231 2191 E-mail: dipu123@gmail.com
Professional Reference	:	Rumana Akhter Specialist Commercial Division Grameenphone Ltd Office :-Gp House, Bashundhara R/A,Dhaka House:- Estarn Fortune ,New Eskaton road , Dhaka Mobile No:-+880 17115 06571 E-mail :- rakther@grameenphone.com

Declaration:

I hereby declare that the above mentioned information is true to the best of my knowledge and belief.

Signature & Date:

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Md. HasanulBanna