

## S. M. SABBIR IMAM

Address: Icon Aparajita, Plot: 219/1-H, Flat 4B, Garden Road, Bhuiyapara, Dhaka.

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### Career Objective:

Seeking for opportunities and secure a position to contribute my skills effectively for the growth of the organization and my professional career.

### Employment History:

**1. Senior Executive, Business Development & Marketing (Former Executive, Business Development & Marketing ( August 01, 2018 - Continuing)**

**Organization: Biobiz International**

**Company Location:** House 1022, 3<sup>rd</sup> Floor, Road 45, Avenue 09, Mirpur DOHS, Dhaka-1216.

**Department:** Marketing

**Duties/Responsibilities:**

Existing & new source development, Price quotation, Documentation, E-marketing, Product promotion, Market survey, Applying market policy & strategy, Maintaining strong relationship with both customers & principals, Client handling and technical support generation including additional responsibilities provided by the management.

**2. Operations Officer ( September 1, 2015 - October 1, 2017)**

**Organization: Galaxy Facilitation Services Limited (VFS Global Bangladesh Pvt. Ltd.)**

**Company Location:** Delta Life Tower, 4th Floor, Plot 37, Road 90, North Gulshan Avenue, Gulshan-2, Dhaka.

**Department:** Operations

**Duties/Responsibilities:**

Document scrutiny and collection for visa processing, Provide excellent customer service in order to build and maintain strong relationship with applicants, Maintain and record all application data, Handling customer/applicant queries, Capturing Biometric data of the applicants, Quality check for each visa application and application related documents, Ensuring to complete the customer service feedback report, Ensuring all administration and logistics of passport delivery to High commission and/or its Consulates/ applicant etc., Tracking of passports, Preparing reports for day to day transactions, Handling of cash and bank related transactions, if assigned, General administration duties, Contributes to team effort by accomplishing related results as needed.

**Academic Qualification:**

| Exam Title                                | Concentration/Major   | Institute                                    | Result                   | Passing Year |
|---|-----------------------|--|--------------------------|--------------|
| Master of Business Administration (MBA)   | Operations Management | American International University-Bangladesh | CGPA: 3.82<br>Out of 4.0 | 2017         |
| Bachelor of Business Administration (BBA) | Accounting & Finance  | American International University-Bangladesh | CGPA: 3.70<br>Out of 4.0 | 2016         |
| Higher Secondary Certificate (H.S.C.)     | Science Group         | University Laboratory College, Dhaka         | GPA: 4.10<br>Out of 5.0  | 2010         |
| Secondary School Certificate (S.S.C.)     | Science Group         | Chittagong Govt. High School, Chittagong     | GPA: 5.0<br>Out of 5.0   | 2008         |

**Training Summary:**

| Training Title   | Topic   | Institute/Organization                   | Duration | Year |
|------------------|---|--|----------|------|
| White Belt       | Six Sigma White Belt Project                      | VFS Global Pvt. Ltd.                     | 2 Days   | 2016 |
| Customer Service | Overall Customer Service Activities of VFS Global | VFS Global Pvt. Ltd.                     | 1 Day    | 2016 |
| Internship       | Retail Banking Activities of NCC Bank Limited     | NCC Bank Limited<br>Banani Branch, Dhaka | 3 Months | 2015 |

**Professional Qualification:**

| Certification                     | Institute   | Certificate Provider               | Duration | Year |
|-----------------------------------|---|------------------------------------|----------|------|
| Management for a Competitive Edge | International College of Management Sydney (ICMS) | Open2Study Online Education Course | 1 Month  | 2017 |

**Academic Awards:**

- Achieved Cum Laude Academic Honor (2017) for excellent academic result in Master of Business Administration (MBA) Program.
- Runner-up of Inter School General knowledge Quiz Competition in 2007.

**Professional Awards:**

- Awarded as “VFS Global Champion of the Month” (February 2017, June 2017).

**Language Skills:**

| Language | Reading   | Writing   | Speaking  |
|----------|-----------|-----------|-----------|
| Bengali  | Excellent | Excellent | Excellent |
| English  | Excellent | Excellent | Excellent |

**Computer Skills:**

Familiar with MS Word, MS Excel, MS PowerPoint, MS Outlook, Dashboard software, e-mail and Internet operations.

**Special Skills:**

Dynamic, team player, self-motivated, problem solving, adaptability, time management, critical thinking, ability to work under pressure.

**Personal Details:**

|                   |  |
|-------------------|--|
| Name              | S. M. Sabbir Imam  |
| Father's Name     | S. M. Akbar Imam   |
| Mother's Name     | Sultana Chowdhury  |
| Date of Birth     | 9 <sup>th</sup> September, 1992  |
| Permanent Address | Icon Aparajita, Plot: 219/1-H, Flat: 4B, Garden Road, Bhuiyan Para, Khilgaon, Dhaka. |
| Gender            | Male   |
| Religion          | Islam  |
| Marital Status    | Single   |
| Blood Group       | B+   |
| Nationality       | Bangladeshi  |

**References:****Reference 1:** Sheikh Reaz Uddin Ahmed

Organization: Matex Bangladesh Limited

Designation: Deputy General Manager

Address: Rupayan Golden Age (5<sup>th</sup> & 6<sup>th</sup> Floor), 99 Gulshan Avenue, Dhaka.

Mobile: +880 1731163725; E-mail: ruahmedche@yahoo.com

Relation: Cousin

**Reference 2:** DR. Md. Faruque Hossain

Institute: American International University-Bangladesh (AIUB)

Designation: Professor

Address: 408/1, Kuratoli, Khilket, Dhaka 1229.

Mobile: +8801759316682; E-mail: mfhossain@aiub.edu

Relation: Academic

**Declaration:**

I hereby declare that each of the information stated above is true and given in a cool brain. Any willing mistake will result me in disqualification.

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(S. M. Sabbir Imam)