



Business Administration

## MD. RIDWAN MAHMUD



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### **Career Objective:**

To secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills.

### **Employment History:**

**Total Year of Experience :** 1.1 Year(s)

#### **1. Customer Service Officer ( July 1, 2019 - April 30, 2020)**

##### **Genex Infosys**

Company Location : Nitol Niloy Tower (Level 8), Nikunja C/A, Airport Road, Dhaka-1229  
Department: National Information center

##### **Duties/Responsibilities:**

Answer Customer Questions

Escalate Customer Issues

Provide General Customer Support

Update Customer Records

Assist the Sales Team

#### **2. Trainee officer bank (Internship) ( June 1, 2019 - September 1, 2019)**

##### **Islami Bank Bangladesh Ltd**

Company Location : House No. 15 3rd Floor 1207, 4 Mirpur Rd, Dhaka  
Department: general banking

##### **Duties/Responsibilities:**

Took part in training programs.

Completed project assignments.

Collaborated with lending and other banking staff.

### **Academic Qualification:**

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration
Bachelor of Business Administration (BBA)	Marketing	American International University Bangladesh	CGPA:3.04 out of 4	2019	4
HSC	Business Studies	Dhaka Commerce College	CGPA:4.42 out of 5	2015	-
SSC	Science	Govt. Laboratory High School And College	CGPA:4.06 out of 5	2013	-

### **Bdjobs-AMCAT Employability Certificates**

Test Name	Test Date
<b>Business Administration</b> ( English, Financial and Banking Services, Front Office Management, Logical Ability, Personality, Quantitative Ability)	May 11, 2020

### **Training Summary:**

Training Title	Topic	Institute	Country	Location	Year	Duration
Cabin Crew		jobsA1	Bangladesh	Concept Tower (5th Floor) , 68-69 Green Road.	2017	3 months

### **Career and Application Information:**

Looking For : Entry Level Job  
 Available For : Full Time  
 Preferred Job Category : Bank/Non-Bank Fin. Institution, Commercial/Supply Chain, Marketing/Sales  
 Preferred District : Dhaka

### **Specialization:**

Fields of Specialization
<ul style="list-style-type: none"> <li>Computer literacy</li> </ul>

### **Language Proficiency:**

Language	Reading	Writing	Speaking
English	High	Medium	Medium

### **Personal Details :**

Father's Name : Abdul Malek  
 Mother's Name : Poly Sultana  
 Date of Birth : June 21, 1998  
 Gender : Male  
 Marital Status : Unmarried  
 Nationality : Bangladeshi  
 National Id No. : 1504987577  
 Religion : Islam  
 Permanent Address : 47,R-11, Kallyanpur, Mirpur TSO, Mirpur, Dhaka 1216

Current Location : Dhaka

**Reference (s):**

Name : LN. ENGR. Istiaque Hossain Shaukat  
Organization : Heavy Equipments and parts  
Designation : Engineer  
Address : House 66, Central Road, Dhanmondi, Dhaka  
Mobile : 01712629293  
Relation : Others