



# SUDIPTO RAHA

 GP/J H-47, R-01, Mohakhali Warless Gate, Dhaka

 sudiptoaiub21@gmail.com

 +88 01718559942



## EDUCATION QUALIFICATION

### CAREER OBJECTIVE

To pursue a challenging job in a dynamic and esteemed organization where I will be able to work in any kind of situation with full efforts to utilize my knowledge, skill and experience for professional career development

### COMPUTER SKILLS

- Oracle CRM
- Extensive Knowledge in MS word, MS Excel, MS PowerPoint, Microsoft Outlook.
- Knowledge about Multi-task (like data logging, to set up windows operating system. conducting web chats, emails (etc.))

### Training, Certificates and Membership

- Member of Bangladesh Society for Human Resource Management (BSHRM)
- Member of BNCC (Bangladesh National Cadet)
- Voluntary Blood Donors of Bangladesh Red Crescent
- Member of American Center Dhaka

### Language Proficiency

Bengali Native users  
English Fluent in listening, speaking, reading, writing

### Area of Interest



Executive - Master of Business Administration (E-MBA)

Major Marketing  
Result CGPA 3.83 out of 4  
Institution American International University-Bangladesh (AIUB)

Bachelor of Business Administration (BBA)

Major Human Resource Management  
Result CGPA 3.39 out of 4  
Institution Southeast University

Higher Secondary Certificate

Institution Rifles Public School & College  
Group B-Study  
Result CGPA 3.90 out of 5

Secondary School Certificate

Institution Anjuman Govt High School  
Group B-Study  
Result CGPA 4.81 out of 5



## Job Experience

November, 2022 – August 2023  
**Gangchill Group** (Automobile)

**Asst. Manager | HR & Admin**

Job Responsibilities:

- Recruit candidates. HR needs to understand the organization's needs and make sure those needs are met when recruiting for new positions.
- Conduct disciplinary actions & Update policies
- Maintain employee records. Conduct benefit analysis.
- Monitor the day-to-day activities of the Customer Acquisition team.
- Plan and coordinate an organization's workforce to best use employees' talents.
- Link an organization's management with its employees.
- Serve as a consultant to advise other managers on human resources issues, such as equal employment opportunity and sexual harassment.
- Training & development.
- Conduct disciplinary actions.

January, 2022 – October 2022

**DMFR Molecular Lab & Diagnostics LTD. (Noapara Group)**

**Sr.Executive Operations | Operations In-charge Sylhet**

Job Responsibilities:

- Operations In charge Sylhet.
- Lead All Department Office Administration · Leave Administration.
- Project Coordination & Project Management. Office management processes, facilities and related standard operating procedures.
- facilities and related standard operating procedures.
- Corporate comminutions with B2B & vendor management.
- Generate Financial Reporting on operations, sales and other performance.
- Make improvements to the service delivery systems to increase profit margins.
- Identify opportunities for category development based on consumer metrics.
- Foster trust relationships with vendors to achieve better pricing and quality of services.
- Work with team lead for developing effective strategy for improving.

November, 2019 – 2021 December- 31

**HandyMama.co LTD**

**Sr.Executive Capacity Development & supply Chain**

Job Responsibilities:

- Category Lead for Home Appliance Department (B2B & B2C)
- Communicate with Vendors/Service Providers & Customers regarding Services.
- Foster trust relationships with vendors to achieve better pricing and quality of services.
- Use CRM workflow technology to automate business processes
- Identify opportunities for category development based on consumer metrics.
- Generate reports on operations, sales and other performance.
- Work with team lead for developing effective strategy for improving.

**Walton BD** (March, 2018 - July, 2019)

**Officer - Walton Service Management System**

Job Responsibilities:

- Obtain client information effectively using CRM tools
- All inbound and outbound calls are completed within the deadlines and track follow up metrics
- Gather requirements, including building a robust catalog with acceptance criteria and prioritization
- Determines eligibility by comparing client information to requirements
- Help the team for establishing policies by gathering client's requirements
- Managing issues and risks, with escalation to client /company management as required

### Core Skills and Competencies

- Excellent team player with the ability to work with people at all levels
- Strong working experience in Oracle CRM (Customer Relationship Management)
- Proficiency with Microsoft Office (PowerPoint, Excel, Word, and Outlook).
- Good interpersonal skills - good skills in coordination and communication.

### PERSONAL INFORMAIION

Name Sudiopto Raha  
Father's Name Porimol Raha  
Mother's Name Baby Raha  
Date of Birth Mar 02, 1993  
Permanent Address 337/1,Nagra, Netrakona-2400  
Marital Status Married. Religion Hindu  
Nationality Bangladeshi (By Birth)  
Dhaka Email sudioptoaiub21@gmail.com  
Contact Number +8801718559942

### REFERENCE

Name	Major Sohel Rana, PPM (Retd)	Mr. Suman Das
Organization	Crown Cement PLC	RDF Payment Technology LTD.
Designation	AGM-Administration	Director(CTO)
Address	West Mukterpur, Munshigonj	840-841, Baitul Aman Tower (5th Floor) Ring Road Adabor, 1207, Dhaka
Phone (Off.)	02-76480077	02-9126161
Mobile	+88 01711588688	+88 01732002900
E-Mail	<a href="mailto:sohel.rana@crowncement.com">sohel.rana@crowncement.com</a>	Suman_cse98@yahoo.com