

**Md. Fahim Alam**  
**House#27 & 29, Flat#301, Road#02, Block- C, Banasree Project**  
**Rampura, Dhaka- 1219, Bangladesh**  
**Home Phone: 88027287863**  
**Mobile: 8801711363885**  
**E-mail: [fahim.alam11@gmail.com](mailto:fahim.alam11@gmail.com)**

---



### **Career Objective:**

In quest of challenging opportunities in the domain of Sales and Service Operations with a leading organization.

### **Professional Overview:**

- Motivated and self driven professional with more than 5 years experience in Sales, Key Account Management and Customer Service.
- Known for the ability to build relationships and educate customers, resulting in customer/client satisfactions, retention and most importantly increased sales.

### **Employment History:**

#### **1. Executive, Customer Service (5<sup>th</sup> February, 2012 – Continuing)**

**Avery Dennison Bangladesh Ltd.**  
Commercial Division

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

- Responsible for handling the customers of leading retailers, such as *C&A, Zara Inditex, G Star, Rivers Australia, Sportmaster, La Halle*.
- Successfully co operated the RBO team to meet the APO of C&A in the year of 2012 and 2013.
- Co operates the sales team to increase the business volume of Pacific Jeans, Chittagong under Factory Service Excellence.
- Maintain measurable positive customer satisfaction, through prompt accurate response to the following to meet or exceed company requirement.
- Liaison with both external and internal customer to process orders.
- Streamline procedures where necessary to meet customer satisfaction.
- Independently handle tasks such as customer orders from receipt to delivery.
- Preparation of reports.
- Dealing customer complaints effectively and efficiently.

#### ***Achievements:***

- Awarded the General Manager's Award for the achievement in increasing share gain in C&A business by 21% over 2011 by meeting and understanding customers and garnering cross functional support in the year of 2012.

**2. Icon Manager, Khulna Region, Level: Executive (2<sup>nd</sup> June, 2011- 29<sup>th</sup> September, 2011)**

**Banglalink**

Sales

***Duties/Responsibilities:***

- Responsible for developing the market and increase sales for Icon in Khulna region
- Manage and develop relationships with potential target group.
- Identify and establish relationships with the targeted personnel.
- Find out and meet the "personal buyer value" of the key personnel.
- Study the formal and informal background (i.e. organizational attachments, lifestyle, peer group etc.) of the key icons.
- Plan and meet client to maintain and develop relationships and increase additional business.
- Organize client related events and interactions
- Provide after sales services.
- Manage operations for smooth customer services.

**3. Officer, Account Development and Services (16<sup>th</sup> March, 2010 – 31<sup>st</sup> May, 2011)**

**Avery Dennison Bangladesh Ltd.**

Commercial Division

***Duties/Responsibilities:***

- Provide customer service
- Communicate with the retail brands as well as the local vendors through e-mail and phone
- Process customer's orders and maintain the delivery deadline
- Maintain documentation and generate various reports to improve the process efficiency.
- Receive payment copy from the customer and forward to the concerned department.

**4. Officer (4<sup>th</sup> September, 2007 – 31<sup>st</sup> May, 2009)**

**Grameenphone Ltd.**

Customer Service Division

***Duties/Responsibilities:***

- Provide one-stop quality Customer Services to ensure positive customer experiences
- Conducting service awareness and telesales to retain the existing customers and acquire potential customers.
- Maintain targeted KPI on a regular basis
- To be more caring, reliable, inspiring and friendly with the subscribers to enhance and maintain Grameenphone Brand promise
- Capture customer insights, follow-up and escalate critical issues / complaints and provide timely feedback to ensure customer satisfaction

### **Personal Information:**

- Father's Name: Md. Shahe Alam
- Mother's Name: Mahbuba Begum
- Date of Birth: 10<sup>th</sup> April, 1984
- Nationality: Bangladeshi by birth

### **Academic Qualifications:**

- **Masters of Business Administration**  
Independent University, Bangladesh  
Date of Passing: 20<sup>th</sup> September, 2012, Major: Marketing,  
CGPA: 3.03 Out of 4.00
- **Bachelor of Business Administration**  
Independent University, Bangladesh  
Date of Passing: 10<sup>th</sup> July, 2007, Major: Marketing, Minor: Development  
Communication, CGPA: 2.94 Out of 4.00
- **Higher Secondary Certificate**  
Amrita Lal Dey College, Barisal  
Date of Passing: 6<sup>th</sup> September, 2001, Division: 2<sup>nd</sup>, Marks: 58.4 %
- **Secondary School Certificate**  
Barisal Zilla School, Date of Passing: 17<sup>th</sup> June, 1999, Division: 1<sup>st</sup>, Marks: 73.2%

### **Special Skills:**

- Made a print ad and a visual ad of Horlicks for academic purpose
- Conducted a market research on the relationship between service providers and clients in financial organization for academic purpose.
- Proposed a business plan to change the concept of condensed milk container in Bangladesh for academic purpose

### **Training Summary:**

<b>Training Title</b>	<b>Topic</b>	<b>Institute</b>	<b>Location</b>	<b>Year</b>	<b>Duration</b>
Professional Customer Management-The Winning Edge	Vital Skills for the Professional CSO	Facilitator: Dr.Upali Mahanama, Avery Dennison Bangladesh Ltd.	Hotel Lake Castel, Dhaka	2010	1 Day
Building and Managing World Class Brands	The steps of establishing a sustainable brand, launching and positioning of brands.	Facilitator: Mr. Jishu Tarafder, Lead Consultant and CEO, Corporate Coach	Prothom Alo Seminar Hall, Dhaka	19 <sup>th</sup> June, 2009	1 Day

### **Extra Curricular Activities:**

- Played in the Barisal first division cricket league.

### **Personal Skills and Languages:**

- Attended IELTS Exam. Band Score: 6.5
- Very proficient in MS Word, MS Excel, MS PowerPoint, E-mail communications and Internet browsing.

### **References:**

#### **Nafiam Maria Chowdhury**

Assistant Manager, Customer Service

Avery Dennison Bangladesh Limited

Mobile: 8801755625842

E-mail: [nafiam.chowdhury@ap.averydennison.com](mailto:nafiam.chowdhury@ap.averydennison.com)

Md. Fahim Alam

Signature: ... ..  
Date: