Mohammad Abrar Hossain

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Accomplished professional with a proven track record in meticulous project coordination and organizational prowess. Dedicated to achieving pinnacle standards in project management excellence.

Willing to relocate: Anywhere

Personal Details

Birth Date: 2003-09-15
Eligible to work in United Arab Emirates: Yes
Industry: Accounting, Administrative Assistance, Arts & Entertainment, Banking & Finance, Business Operations, Call Center, Community & Social Service, Customer Service, Education & Instruction, Healthcare, Hospitality & Tourism, Human Resources, IT Operations & Helpdesk, Information Design & Documentation, Insurance, Legal, Library, Logistic Support, Management, Marketing, Media & Communications, Nursing, Other, Pharmacy, Project Management, Real Estate, Retail, Sales, Technology

Work Experience

Assistant Manager
Goodlife For Project Management Services Est. - Dubai
February 2023 to Present

Good Life For Project Management Services Est. is a dynamic project management company committed to delivering excellence in every project. As an Assistant Manager since February 8, 2023, you contribute to the company's success by providing crucial support and leveraging your skills to ensure efficient project execution.

Customer Service Officer
Bkash limited - Lohagara, Chattogram
January 2022 to January 2023

• Job Title: Customer Support Officer

• Employment Period: January 2022 - January 2023

• Responsibilities:

As a Customer Support Officer at bKash Ltd, I played a vital role in ensuring exceptional customer service and satisfaction within the dynamic realm of mobile financial services. Key responsibilities included:

• Customer Assistance:**

• Providing prompt and accurate assistance to customers regarding bKash services, transactions, and account-related inquiries.
• Resolving customer issues and concerns efficiently, ensuring a positive customer experience.

• Transaction Support:**
• Assisting customers in navigating and understanding the bKash platform for various financial transactions.
• Facilitating and troubleshooting mobile money transfers, bill payments, and other financial services.

• Compliance and Security:**
• Ensuring compliance with bKash policies and procedures to maintain the security and integrity of customer accounts.
• Educating customers on security measures and best practices for secure transactions.

• Communication and Education:**
• Effectively communicating with customers through various channels, including phone, email, and chat.
• Providing educational support to customers on utilizing bKash services optimally.

• Issue Resolution:**
• Investigating and resolving transaction discrepancies, account discrepancies, and other issues raised by customers.
• Collaborating with relevant departments to address and resolve complex customer concerns.

• Documentation and Record-Keeping:**
• Maintaining accurate and detailed records of customer interactions and transactions.
• Generating reports and documentation to assist in the analysis of customer service trends.

• Cross-functional Collaboration:**
• Collaborating with other departments, including technical support and marketing, to address customer needs and concerns effectively.
• Providing valuable insights to improve overall customer satisfaction and service quality.

• Continuous Improvement:**
• Proactively identifying areas for improvement in customer service processes and suggesting enhancements.
• Participating in ongoing training to stay updated on bKash services and industry trends.

• Skills Developed:**

• Customer Service Excellence:** Honed skills in providing top-notch customer service to meet and exceed customer expectations.

• Financial Transaction Support:** Acquired expertise in guiding customers through various financial transactions and resolving related issues.

• Compliance Knowledge:** Developed a strong understanding of financial regulations and compliance measures in the mobile financial services industry.

• Communication Proficiency:** Enhanced communication skills in effectively conveying information to customers and collaborating with internal teams.

• Problem-Solving:** Developed strong problem-solving abilities to address customer issues and find efficient resolutions.

My experience as a Customer Support Officer at bKash Ltd has equipped me with valuable skills in customer service, financial transactions, and compliance, making me well-prepared for roles that require a strong focus on customer satisfaction and adherence to industry regulations.

Regional Marketing Executive

Milvik Bangladesh Ltd. - Chattogram
October 2020 to December 2021

• Job Title: Regional Marketing Executive

• Employment Period: November 2020 - December 2021

• Responsibilities:

As a Regional Marketing Executive at Milvik Bangladesh Ltd, I played a pivotal role in driving the company's marketing initiatives at the regional level, contributing to overall brand growth. Key responsibilities included:

• Regional Market Analysis:**
• Conducting detailed analysis of regional markets, understanding local consumer behavior, and identifying opportunities for targeted marketing strategies.

• Localized Campaign Planning:**
• Developing and executing marketing campaigns tailored to the specific needs and preferences of the regional audience.
• Collaborating with local teams to ensure campaigns align with regional market dynamics.

• Regional Brand Visibility:**
• Enhancing brand visibility in the designated region through strategic marketing initiatives.
• Implementing region-specific promotional activities to increase brand awareness.

• Localized Digital Marketing:**
• Crafting and implementing digital marketing strategies tailored to the regional audience, including social media campaigns and targeted online promotions.
• Managing regional online presence to effectively engage with the local community.

• Regional Customer Relationship Management:**
• Building and maintaining relationships with regional customers, addressing their unique needs, and ensuring a positive customer experience.
• Collecting and utilizing regional customer feedback to inform marketing strategies.

• Event Coordination at the Regional Level:**

• Planning and executing regional promotional events to connect with the local audience and strengthen brand presence.
• Collaborating with local partners and sponsors for successful event management.

• Sales Support in the Region:**
• Working closely with regional sales teams to develop marketing collateral and support sales efforts.
• Implementing region-specific sales strategies to achieve revenue targets.

• Performance Monitoring and Analysis at the Regional Level:**
• Monitoring the performance of regional marketing campaigns using relevant metrics.
• Analyzing data to assess the effectiveness of regional strategies and making data-driven recommendations for improvements.

• Skills Developed:**

• Regional Marketing Strategy:** Executed region-specific marketing strategies to meet local market demands.

• Localized Digital Marketing:** Successfully implemented digital campaigns tailored to regional audiences.

• Regional Customer Engagement:** Developed strong interpersonal skills for effective regional customer relationship management.

• Event Management at the Regional Level:** Planned and executed successful regional events to enhance local brand awareness.

• Data Analysis for Regional Strategies:** Utilized data analytics to assess and optimize regional marketing performance.

My role as a Regional Marketing Executive has equipped me with a specialized skill set in regional marketing, allowing me to contribute effectively to localized strategies and drive brand success in diverse markets.

Document Verification and Biometric Processing Specialist
Divisional Passport and visa office, Chattogram, - Chattogram
February 2018 to September 2020

• Job Title: Identity Verification Specialist

• Employment Period: February 2018 - September 2020

• Responsibilities:

As an Identity Verification Specialist at the Divisional Passport Office in Chittagong, Bangladesh, I played a crucial role in ensuring the accuracy and integrity of passport applications. My responsibilities included:

• Document Verification:** Thoroughly examining and verifying the authenticity of applicants' documents to ensure compliance with passport issuance standards.

• Biometric Data Processing:** Proficiently capturing and recording biometric information, including photographs, fingerprints, and iris scans, utilizing advanced technology for precise identity verification.

• Applicant Assistance:** Providing assistance to applicants throughout the documentation and verification process, addressing queries, and ensuring a smooth application experience.

• Quality Assurance:** Maintaining a high level of accuracy in data entry and documentation to uphold the integrity of the passport issuance process.

• Collaboration:** Working collaboratively with team members to streamline operations and enhance the efficiency of the passport processing workflow.

• Record Keeping:** Accurately maintaining records of processed applications, ensuring data confidentiality and compliance with data protection regulations.

• Adherence to Guidelines:** Adhering to all relevant passport issuance guidelines, policies, and procedures to guarantee compliance with national and international standards.

• Skills Developed:**

• Attention to Detail:** Developed a keen eye for detail to ensure precise document verification and biometric data processing.

• Communication:** Enhanced communication skills through interactions with applicants, colleagues, and other stakeholders.

• Technology Proficiency:** Acquired proficiency in utilizing advanced technologies for biometric data capture and processing.

• Team Collaboration:** Developed effective teamwork and collaboration skills to enhance overall workflow efficiency.

My experience in this role has equipped me with valuable skills in identity verification, document processing, and customer service, making me well-suited for roles that require attention to detail and a commitment to maintaining the highest standards of data accuracy and security.

Education

Diploma in Computer Science and Engineering
Chittagong Polytechnic Institute - Chittagong
May 2020 to Present

HSC in Humanities
Lohagara Islamia Fazil Madrasah - Chittagong
March 2020 to July 2022

SSC in Humanities
Lohagara Islamia Fazil Madrasah - Chittagong
January 2018 to February 2020

Skills

- Customer service
- Organizational skills
- Microsoft Office
- Cashiering
- Communication skills
- Cash handling
- Administrative experience
- Customer support
- Social Media Marketing
- Leadership
- Advance internet browsing
- Government services experts
- Computer experts
- Fast typing: Bengali/English/Arabic

Languages

- Arabic - Intermediate
- English - Fluent
- Hindi - Expert
- Urdu - Expert
- Bengali - Native

Links

https://github.com/mdabrarhossain-official

https://www.facebook.com/mdabrarhossain.official/

https://www.linkedin.com/in/mdabrar-hossain

https://www.pinterest.com/mdabrarhossain_official/

Certifications and Licenses

Advanced Computer Course
December 2020 to June 2021

• Course Title: Intermediate Computer Course**

• Course Overview:**

The Intermediate Computer Course is designed for individuals who have a basic understanding of computers and want to enhance their skills to a more intermediate level. This course covers a range of topics to deepen participants' knowledge in areas such as software applications, programming concepts, and more advanced functions of operating systems, preparing them for more complex tasks in the digital environment.

• Key Learning Areas:**

• Advanced Operating System Functions:**
• In-depth exploration of advanced features and customization options in operating systems like Windows, Linux, or macOS.
• File system management, user accounts, and system optimization.

• Intermediate Programming Concepts:**
• Building on basic programming skills, introducing concepts in languages such as Python, Java, or C#.
• Writing and understanding more complex code structures.

• Database Management Systems:**
• Introduction to database management concepts and relational database systems.
• Hands-on experience in designing and querying databases.

• Advanced Office Productivity Tools:**
• Utilizing advanced features of word processing and spreadsheet applications for complex document creation and data analysis.
• Introduction to presentation software for effective communication.

• Web Development Basics:**
• Understanding web development principles and technologies.
• Hands-on experience in creating and styling web pages using HTML, CSS, and introductory JavaScript.

• Networking Fundamentals:**
• Exploring advanced networking concepts, including protocols, security, and troubleshooting.
• Configuring routers, switches, and understanding network architecture.

• Introduction to Cybersecurity:**
• Overview of cybersecurity principles, focusing on securing personal and professional digital environments.
• Recognizing and mitigating common security threats.

• Introduction to Project Management Tools:**
• Familiarization with project management software for organizing tasks, timelines, and resources.
• Collaborative project planning and execution.

• Methodology:**

• Instructor-led Lectures
• Practical Labs and Application Exercises
• Group Projects and Case Studies
• Q&A Sessions and Interactive Discussions

• Duration:**

The Intermediate Computer Course is typically conducted over [Dec 2020 - June 2021], allowing participants to delve into more advanced topics and develop a well-rounded intermediate skill set.

• Who Should Attend:**

• Individuals with a basic understanding of computers seeking to advance their skills.
• Professionals looking to expand their knowledge in specific areas of computer technology.

Upon successful completion of the Intermediate Computer Course, participants will have a more comprehensive understanding of intermediate computer concepts, enabling them to tackle more complex tasks and pursue further specialization in specific areas of interest.