



## OMAR FAROQUE

📍 Al Nahda, Dubai, UAE

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### SUMMARY

An energetic, confident and competing hard-working person who is flexible to new environment. Easy in challenging and passionate to work promptly and achieve target. Do care about the responsibility and difference among all, performing duty with smooth flow of time displays the professionalism

### EXPERIENCE

#### **BUSINESS DEVELOPMENT EXECUTIVE, 04/2022 - 10/2023**

##### ***Al fattah integrated solution***, Chattogram, Bangladesh

- Correspondence with foreign suppliers through phone calls, online chats and emails.
- Explore market and onboard clients as per business requirement
- Exploring potential supplier for relevant goods and machineries
- Prepare RFQ of Pipe and Fittings for client
- Initiate ideas and develop strategy in the area for business development
- Preparing and delivering pitches and presentations to potential new clients
- Continuous connection with the client for sustainable business relationship
- focused both on financial gain and customer satisfaction

#### **SALES REPRESENTATIVE, 01/2020 - 12/2021**

##### ***Esquire Electronics Ltd***, Chattogram, Bangladesh

- Met sales targets through proactive promotion and excellent customer service.
- Helped guests obtain specialized support for product, service and payment issues.
- Operated register to process payments via cheque, cash and cards.
- Built displays of items for special promotions and updated signs with correct pricing.
- Assessed customer product budget and requirements through consultations.
- Assisted in annual stocktaking through counting, record-keeping and documenting.
- Advised customers on product range, price, delivery, warranties and product use.
- Demonstrated products to customers to show features and promote items.
- Gained extensive knowledge of product inventory to aid customers with merchandise enquiries.

#### **INTERN, 10/2019 - 12/2019**

##### ***Global islami bank limited***, Chattogram, Bangladesh

- Helped customers open, close and update bank accounts.
- Ordered new cheques for customers .
- Conducted special service and account transactions for customers.
- Recommended bank products and services to current and prospective customers.

#### **CUSTOMER SERVICE OFFICER, 11/2017 - 09/2019**

##### ***Genex Infosys ltd***, Chattogram, Bangladesh

- Communicated with customers through phone calls, online chats and emails to assess customer needs and provide solutions.
- Kept strong knowledge of product range details to efficiently answer customer questions and maintain First Call Resolution (FCR).
- Answered customer queries on new products, services and sales offers to increase sales.
- Encouraged customers to complete satisfaction surveys to understand areas for improvement.
- Maintained excellent customer satisfaction by offering friendly, helpful and informative customer service.
- Dealt with complex complaints professionally and politely, resolving issues with favorable solutions.
- Software Knowledge – CRM ,DM portal,Oracal

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**EDUCATION**

*Port City International University, Bangladesh, 2021*

**Master Of Business Administration – MBA: Human Recourse Management**

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*Port City International University, Bangladesh, 2020*

**Bachelor Of Business Administration – BBA: Human Recourse Management**

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*Chittagong Sunshine College, , Bangladesh, 2015*

**Higher Secondary Certificate – HSC: Business Studies**

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*Standard School & College, Bangladesh, 2013*

**Secondary School Certificate – SSC: Business Studies**

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**SKILLS**

- Active Listening
- Budget Forecasting
- Customer Focus
- Cold Calling
- Customer Service
- Complaint Management
- Cash Management
- Effective Communication
- Multi-tasking
- Strategic Thinking
- Salesforce
- Time-Management
- Team Work
- POS Systems
- Product Knowledge
- Product Demonstrations
- Resilience And Flexibility
- Vendor Management

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**LANGUAGE**

**Bengla:** First Language

**English:** Speaking, Reading, Writing



**Hindi:** Speaking



**Urdu:** Speaking



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**CERTIFICATE**

**Microsoft office** , April – Jun 2013

*New Horizons Computer Learning Centers*

- Microsoft word
- Microsoft excel
- Microsoft power point
- Microsoft Suite

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**PERSONAL INFORMATION**

- Nationality: Bangladeshi
- Date of birth: 02/06/94
- Marital status: Single
- Visa Status: Visit visa

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**REFERENCES**

Anwarul Azim, Equipment operator, dnata, anwarul.azim@dnata.com, +971508001878