



NAYEM KHAN RAFIN

Contact:

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Address – Jumeirah village circle,
Dubai, UAE.

Education:

Bangladesh Army College.

**Bachelor of Science in Business
Administration Major in financial
Management.** 2015-2020.

**Event management services national
certificate.** 2022.

**Bachelor of Secondary Education
(professional units)** 2021-2022.

Languages:

- Arabic
- English
- Hindi
- Bangla

Technical Skills:

- Word processing software (e.g. Microsoft word & Google docs).
- Spreadsheet software data entry (e.g. Microsoft Excel and google sheet).
- Microsoft PowerPoints.

Executive Profile:

Dynamic professional with a proven track record in delivering exceptional customer service and providing comprehensive administrative support. Possesses a strong blend of organizational skills, attention to detail. And a customer centric approach, contributing to improved operational efficiency and client satisfaction. Experienced in Managing diverse administrative tasks while maintaining a proactive and positive demeanor in fast-paced environments. Seeking to utilize expertise in customer service and administrative assistance to contribute to a progressive organization.

Experience:

SGS Company (Jeddah Airport - Terminal 3)

Cleaning Supervisor

- Manage the employees.
- Assign tasks and duties.
- Oversee the performance of those during a work shift.

May 23, 2016 – December 5, 2018

Jeddah- Saudi Arab.

Danube Company limited.(Saudi araba Jeddah)

Office Assistant

- Overseeing clerical tasks, such as sorting and sending mail.
- Maintaining files.
- Welcoming visitors to office.
- Ensuring the office runs smoothly. Answering phone calls.

January 01, 2018 – December 20, 2022

Team Member

Sports Central Inc – Dhaka. NIKE, ADIDAS and NEW BALANCE.

- Handle customer transactions with customers using registers.
- Make sure to serve good food and satisfy the customer with a smile.
- Resolve customer complaints, guide them, and provide relevant information.

August 6, 2013 – January 5, 2014

Sales Associate

HUKAD sa Golden Cowrie – Dhaka Restaurant.

- To give excellent service to the customers.
- Locate items for customers.
- Answer customers' questions.

January 10 2014 –September 15 2015