



MD. NURNABI MASUM

CURRICULUM VITAE



CONTACT

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 Village- Basubari, post - Gopalpur,
District - Tangail.

SKILLS

- **Computer Related Knowledge:**
Desktop OS : Microsoft Windows 98 & Windows XP
Advance Microsoft Word
Microsoft Excel
Advance Microsoft PowerPoint
Graphix Design

EDUCATION

Bachelor of Physical Education (M.P. ED)
Uttara University

Major :Physical Education
2023 : Duration 1 year

Bachelor of Physical Education (B.P. ED)
Uttara University

Major :Physical Education
2022 : Duration 1 year

LL.M Masters

Islamic University,Kushtia
Major :Law

2019 : Duration 1 year

LL. B Hon's
Islamic University,Kushtia

Major :Law
2014-2018 : Duration 4 year

Higher Secondary
Gopalpur College

Major :Business Management
2013 : Duration 2 year
Secondary School

Suit V.M. Pilot High School

Major :Business Management
Major : Electrical

LANGUAGE

- Fluent in reading, writing, and speaking both in English and Bengali.

PERSONAL SUMMARY

A professional possesses the required level of Management and knows how to inspire, lead, develop, and motivate staff. I have consistently ensured smooth operations in the designated area during my career by achieving set income, profit, and customer service targets. My key strengths include knowledge of the concerned business and creating a competitive advantage for the company. Right now, I'm looking for an opportunity to build a career in a friendly, flexible working environment where I can learn, develop, and thrive.

EMPLOYMENT HISTORY

2021- Present
I have been working in **DHL Worldwide Express Bangladesh Private Limited . Office address : Ka-96/8, Joar Shahara, Kuril, Dhaka-1229 .** As a **Retail Service point Advisor (Commercial Department)** since the 21th of Feb 2021 as a permanent employee. It is the most international company in the world established in 1969 with a vision to revolutionize the world of logistics. In passing years since its establishment, it has been serving 220 countries and territories to help people cross borders, reach new markets, and grow their businesses.

CORE RESPONSIBILITIES:

- To manage and deliver customer-focused service in retail outlets.
- Generate cash sales and achieve assigned business targets.
- Interface with various internal DHL departments (Operation, Customer Service, Marketing, and Account & IT Dept.) to ensure service alignment and enhancement.
- Implement standardized guidelines and procedures and monitor store performance.
- Undertakes any assignment/special project as determined by the supervisor.
- Adhere to country and Company standards and agree on the operational procedures with all departments to enhance the Retail Outlet Service qualities.
- Coordinate and consolidate data transfer between the retail outlet and to country office.
- Track store performance through prescribed reporting formats.
- Be committed to quality customer service by being properly groomed with low absenteeism, and low tardiness always.
- Conduct cash reconciliation reports and cash/credit card transactions of retail outlets.
- Maintain retail outlet Cash shipment data.

I) EFFECTIVE OPERATING AND MANAGEMENT OF RETAIL OUTLET:

- Greeting customers and dealing with their queries.
- Knowing the exact need for the express mode shipment.
- Maintaining Best in class retail selling mode to conduct with customer necessity with the assistance of DHL shipping tools such as Point of Sale (POS), Easyship Tool, ECIS & THOR tool for checkpoint capture, Web Checkpoint Capture (WCC), DHL Capability Tool (DCT), Network Proactive Tracking System (NPTS), Global Event Management Application (GEMA), Cash Admin Application (CAA), Sherlock (Shipment Explorer & Locator), etc.
- Ensuring high-quality service with the proper guidelines for the express mode shipment by ensuring a right-at-first-time attitude.
- Creating SMS alerts and E-mail alerts for each shipment to give customers peace of mind with a single touch.
- Handling with care and expertise whenever the unusual shipment arrives at the destination point and collaborating and communicating with the operation manager there for smooth clearance and delivery to the consignee.

II) GENERATING CASH SALES AND ACHIEVING TARGET:

- The most important is to achieve the sales target for the quarter on an outlet basis.
- Interface with various internal DHL departments (Operation, Customer Service, Marketing, and Account & IT Dept) to ensure service alignment and enhancement.

HOBBIES

- Badminton.
- Traveling.
- Photography & Performing Social activities

PERSONAL INFORMATION

- Father's Name: Late Motiar Rahman.
- Mother's Name: Majeda Begum.
- Date of birth: 10 November 1994.
- **Permanent Address:**
- Village: Basubari , Post Office: Gopalpur,
- Dist. : Tangail.
- Religion: Islam
- Marital Status: Married
- Sex: Male
- Blood Group: AB + (AB Positive)
- Height: 5' 6"
- Weight 64 kg
- NID No: (6882562504)
- Nationality: Bangladeshi (By Birth)

REFERENCES

Zarif Tazwar Khan
Retail Manager
Commercial Department
DHL Worldwide Express (Bangladesh) Private Limited
Ka-96/8, Joar Shahara
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Dr. Md. Shahjahan Mondol
Professor
Department Law
Islamic University, Kushtia
880 1715-251585
msmondol@gmail.com

III) SERVICE ALIGNMENT AND ENHANCEMENT:

- Coordinate and consolidate data transfer between retail outlets to the country office.
- Tracking the latest update of the shipment for smooth delivery despite customs hindrances with associating with proper INCOTERM while shipment processing.
- Adhere to country and company standards and the operational procedures with all departments to enhance the Retail Outlet service qualities.

IV) TRACKING STORE PERFORMANCE:

- Maintaining stationary requisition in a prescribed format.
- Shipment processing materials storing and utilizing when necessary.
- Implement standardized guidelines and procedures and monitor store performance.

V) ADMINISTRATIVE TASK:

- Every day preparing sales files such as target vs. achievement, up-selling, shipment monitoring, outlet footfall, Phone call report, etc.
- Creating files for future growth in the outlet such as- Month to date (MTD) shipment report, Year to date (YTD) shipment report, Quarter to date (QTD) shipment report, and of course the Year over Year (YOY) shipment comparison report with the previous year's.
- Generating sales cash reports daily from the Cash Admin Application (CAA) tool for reconciliation.
- Generating sales reports daily to hand over the cash to the respective department personnel.
- Undertaking assignment of activation for new promotional product awareness.

ACHIEVEMENT

- Get 1st position Shipment growth YTD 2022.
- ICC+ Reward & Recognition_ DHL Service Points(Gazipur) Duration : Oct 2023 to March 2024

PROFESSIONAL PLAYING ACHIEVEMENTS

- Tangail district Football Association Football training course U-18- 2008.
- In 2008, I proudly represented Bangladesh on the national U-13 football team midfielder.
- In 2010, I proudly represented Bangladesh on the national U-16 football team as a forward.
- Dhaka 2nd Division Football league as a captain -2011.
- Dhaka 1st Division league Team player-2012
- Federation Cup Uttar Baridhara Team player-2013
- Sheikh Jamal Football Academy Team player-2014
- Sheikh Jamal Dhanmondi Club Team player 2014
- Bangladesh Championship (Victoria Sporting Club Team player) 2014.
- Bangladesh Championship (Victoria Sporting Club Team player) 2015.
- Dhaka Fast Division (Friends Social Welfare Football club Team player) 2018.
- In 2023, I proudly represented DHL Asia Cup football team as a midfielder.

FOOTBALL COACH ACHIEVEMENTS

- Football Coaches Certificate Course (BKSP)- 2019
- AFC 'C' Coaching Certificate-(Organized by Bangladesh Football Federation) 2020.
- Bashundhara Kings BFSF U-14 Academy Cup (Assistant Coach) 2020.
- Morhum Forhad Hossen sriti Football Academy Coach Tangail- Jan 2021 – Present

TITLE OF TRAINING HISTORY

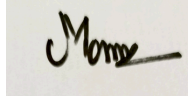
- Competition Compliance
- Certified GoGreen Specialist Training
- Information Security Awareness
- Data Privacy Basic Training
- CIS_NetOps_Dangerous Goods Awareness Recertification
- Certified Data Protection Training
- CIS Welcome to My Function Sales
- CIS Security Awareness Recertification Training
- Fire Safety Training
- Certified Data Protection
- Certified GoGreen Specialist Training
- Certified Data Protection
- Information Security Awareness
- CIS_XFunctional Security Awareness

- Competition Compliance and Anti-Corruption - Core Compliance Curriculum
- CIS_NetOps_Dangerous Goods Awareness Training
- Sales Partner Policy Training
- Information Security Awareness
- CIS_NetOps_Network Checkpoint and Remark Compliance_Service Point_Advanced
- Office 365 Training
- Sales Partner Policy Power Session
- Travel Security Awareness
- CIS_Safety First Awareness Training
- Refresher_Certified Data Protection Training
- Certification on DHL Express Customs Toolkit
- Certification on DHL Express Sustainability Program

REFERENCES

"I certify that all information stated in this resume is true and complete to the best of my Knowledge."

SIGNATURE,



Date :24-09-2024