

NAZMUL HASAN

Previous working area: (Sales, Customer service, Business Development & Cash)

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- **Dynamic Professional with over five years of experience in Sales, Business Development, Customer service and Cash area.** Adept at streamlining processes to efficiently integrate new technologies into the organization.
- Skilled in leveraging technology to ensure successful transitions.
- Proficient in maintaining all tasks in a very efficient way. Skilled communicator with a passion for creating a welcoming and inclusive workplace culture.
- Proven track record of success in guiding teams to achieve organizational objectives. Expert in fostering a collaborative and supportive work environment while maximizing individual strengths and contributions. Adept at communication, problem-solving, and conflict resolution. Committed to continuous improvement and driving team performance to exceed expectations.

EMPLOYMENT OUTLINE

2020 – 2023

EASTERN BANK PLC

Cashier cum CSO

Key Deliverables:

- **Handling Transactions:** Skillfully processes various financial transactions, including customer deposits, withdrawals, and cheques, ensuring each transaction is conducted precisely and accurately for customer satisfaction.
- **Cash Management:** This role involves the careful handling, counting, and management of cash and other financial instruments, executed with a high degree of responsibility and attention to safeguard bank assets.
- **Credit Card Sales:** Target to the potential customers to sale the bank credit cards. Achieved 100% target in every month.
- **Maintaining Records:** It is crucial for me to meticulously record all financial transactions, ensuring every detail is accurately documented for future reference and audit purposes.
- **Customer Service:** Dedicated to providing exceptional service, I must inform to customers about various bank services, patiently answers their queries, and efficiently resolves any issues or complaints to uphold customer trust. Moreover, banks are using AI-powered customer service that needs zero human intervention in the role.
- **Compliance and Security:** As a bank cashier I must adhere strictly to banking regulations and procedures, maintaining the confidentiality and security of customer information, which is fundamental to the integrity of banking operations

2019 – 2020

OMERA PETROLEUM LTD.

Business Development Officer

Key Deliverables:

- Develop and sustain solid relationships with company stakeholders and customers.
- Creating market strategies for the business.
- Developing new products and services to meet the needs of existing clients.
- Identifying and pursuing new business opportunities.
- Developing and maintaining relationships with business stakeholders, including clients, partners or vendors.
- Conducting periodic market research and analysis.
- Implementing strategies to minimize operating costs and increase profits.
- Training other business development staff in the organization.
- Attending conferences and events on behalf of the business.
- Collaborating with company executives to determine the most viable, cost-effective approach to pursue new business opportunities.
- Meeting with potential investors to present company offerings and negotiate business deals.
- Analyzing customer feedback data to determine whether customers are satisfied with company products and services.
- Recruiting, training, and guiding business development staff.
- Providing insight into product development and competitive positioning.
- Analyzing financial data and developing effective strategies to reduce business costs and increase company profits.
- Conducting market research to identify new business opportunities.

SKILL SET

Communication Skill

Interpersonal Skill

Cash Handling

Compliance

Decision-making

Coordination

EDUCATION

CREDENTIALS

- Diploma in (Business Management) from Stanton University, California, USA.
- BBA (Marketing) from United International University.
- Intermediate, Lakshmipur Government College.
- Schooling, Lakshmipur Adarsha Samad Government High School.

EXTRA CURRICULAR ACTIVISTS:

- President, UIU Bondhushava.
- Senior Executive at UIU Marketing Forum.
- Junior Executive at UIU Human Resources Forum.
- Member, UIU Business Club.

2018 – 2019

ABUL KHAIR GROUP

Marketing Officer(Sales)

Key Deliverables:

- Managing and developing marketing campaigns.
- Researching and analyzing data to identify and define audiences.
- Conducting promotional activities.
- Organizing and distributing financial and statistical information.
- Overseeing campaigns on social media.
- Evaluating the effectiveness of campaigns.
- Reporting on trends and statistics across all digital media platforms.
- Assist in the implementation of marketing strategies
- Assist the marketing manager in overseeing the operations of the department.
- Raise brand awareness by organizing and attending marketing events and activities.
- Plan advertising and promotional campaigns for products or services on multiple media channels, including social media, print, and otherwise.
- Prepare marketing material content for publishing and ensure proper distribution.
- Research market to identify growth sectors and opportunities.
- Communicate with management in order to monitor expenses.

PRIOR EMPLOYMENT

2016 – 2017

Trainee Officer

United Group

CERTIFICATIONS

- Digital Marketing.
- Academic Scholarship.
- Badminton competition.

ACHIEVEMENTS

- Best Employee Award for Deposit collection in 2021.
- Got the Best Employee Award for Credit card sales in 2022.
- Top performer in North Sales Team for the year of 2019.

PERSONAL DOSSIER

- Date of Birth: 1st January 1995
- Nationality: Bangladeshi
- Marital Status: Married
- Languages Known: English, Hindi, Urdu & Bengali.