



## MD ABU AHMED SARKER

To pursue a highly rewarding career in challenging and healthy work environment where I can utilize my expertise with professional skills to achieved organizational goals. Working to my optimum level, enhance my challenging career with contribution in the success of organization.

### Contact Details:

Ewan Residence, Building No:  
51, Dubai Investment park-1.  
Dubai.

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### Competencies:

Communication Proficiency  
Leadership  
Organizational Skills  
Strong decision maker  
Complex problem solver  
Multi-tasking  
Technical Capacity  
Customer/Client Focus  
MS Word, Advance Excel, MS  
Power Point, Adobe  
Sandwich artists, Person in  
charge (Subway University).

### Languages:

English ----- Advanced Level  
Hindi ----- Elementary Level  
Bangla ----- Fluency Level

### Hobbies:

Reading books, Journals,  
Business magazines.  
Sports, Travelling and Music.

### Work Experience:

#### **Epyllion Limited-Epyllion Group, Kutubpur Narayangonj-1440**

**(Type: Garments Accessories)**

**Sr. Executive—Customer Service** (1 Aug 2021 – 15 Feb 2024)

- ✚ EWO acknowledgment with details verification with PO and ERP details.
- ✚ Follow up daily order status with production and planning and update customer about delivery receiving time.
- ✚ Update and escalate OTD and OTIF issues and visit customer if required.
- ✚ Maintain EPZ documents for delivery and payment purpose.
- ✚ Keep customer happy and maintain relationship.
- ✚ Lead team and maintain satisfactory service level for customer.

#### **Maheen Label Tax Ltd (Impress Group), Narayangonj Bangladesh**

**(Type: Garments Accessories)**

**Assistant Manager -- Customer Service** (15 March 2014– 31 July 2021)

- ✚ Define standards, determine goals and Coordinate customer service by phone/Telephone.
- ✚ Coordinate for Product Development, effective costing and maintain stock Raw material by collecting forecast.
- ✚ Data entry, and Work for payment by providing PI and BOE.
- ✚ Evaluate team performance and support process improvement in production and CS work.
- ✚ Research root causes of customer complain to solve enduringly.
- ✚ Communicate with Buyer and support to satisfy.
- ✚ Training existing and new employees to achieve company goal.
- ✚ Arrange sales report through team leader and provide higher management and attend meeting whenever require.
- ✚ Coordinate with buyer and fulfill their requirement.

#### **Subway Restaurant, 71 Commercial St, London E1 6BD, UK**

**(Type: Restaurant)**

**Assistant Manager (15 Sep 2011—05 Aug 2013)**

- ✚ Maintains business records as outlined in the SUBWAY® Operations Manual. Analyzes business records to increase sales.
- ✚ Identifies and contacts prospective customers to promote sales.
- ✚ Plans special events and promotions.
- ✚ Communicates changes of food preparations formulas, standards with staff.
- ✚ Maintain national health and food safety code
- ✚ Plans special events and promotions.
- ✚ Store Inventory and provide order through subway system and receiving once deliver.

- ✚ Keep customer satisfy and store clean always.

**JETSECURE COMPANY LIMITED, Kilburn, London, UK (Type: Petrol station & Retail shop )**

**Cashier (1 March 2010 to 05 Aug 2013)**

- ✚ Handle cash, credit, transactions with customers.
- ✚ Scan goods and collect payments. Ensure pricing is correct.
- ✚ Product change, receipts, refunds. And selling coupons.
- ✚ Arranging product as per FIFO and checking Exp date.
- ✚ Fill up shelf with product if require.

### **Academic Qualification:**

**Diploma Level-7:** Human Resource Management Leading to MBA. – 2024  
(Running), IAU Dubai (Vibe Education- ASC)

**Master of Business Administration:** Strategic Management and Leadership – 2013,  
University of Wales, London, UK

**Bachelor of science:** Botany – 2009, Jagannath University, Dhaka, Bangladesh

**Higher Secondary School Certificate:** Science – 2003, Dania College, Dhaka,  
Bangladesh.

**Secondary School Certificate:** Science – 2001, A.K high school, Dhaka, Bangladesh.

### **References:**

MAE ANGELI YEE-CARINO

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