

MD.NAEEM MIAH



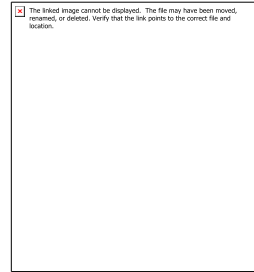
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Career Objective:

To secure a position in a challenging environment in the Customers Care section of a diagnostic Centre looking forward to make result oriented contribution towards completion of Customer serviv with extensive knowledge and rich experien

Employment History:

Total Year of Experience: 7.6 yrs

1. Financial Associate (0.2 yr)

(28 Jun 2025 - Continuing)

Astha Life Insurance Company Ltd

Area of Expertise:

Insurance

Duties/Responsibilities:

Engage with prospective and existing clients to understand their insurance needs and provide customized policy solutions. Conduct thorough policy reviews and assessments to identify coverage gaps and recommend enhancements. Develop and maintain strong relationships with clients through regular communication and exceptional service. Stay updated on industry trends, regulations, and product offerings to provide accurate and timely information to clients. Achieve and exceed sales targets by actively pursuing new business opportunities and referrals. Facilitate the claims process for clients, ensuring a smooth and efficient experience.

2. Security Assistant (1.8 yrs)

(1 Aug 2023 - 16 Apr 2025)

Electricity Generation Company of Bangladesh (EGCB) Ltd.

Area of Expertise:

Security (1.7 yrs)

Duties/Responsibilities:

1. He is to supervise the duties and check up the attendance of the Security Guards during his duties period. 2. He is to take over the charges from his predecessor in writing with all the accessories if any of the security section. 3. He will explain the instructions laid down in the security directives to all the security guards on duty at each post. 4. He is to check up all the gate passes and vehicle going out and coming

inside the premises and he is to ensure that no material is going out without valid paper/document gate pass.5. He is to ensure that all movements of vehicles are entered in the transport register.6. In every after two hrs. he is to visit all the duty posts within the premises.7. In case of any emergency he will blow his whistle repeatedly for assistance and will report to his controlling officer/superior officer.8. During his duties if any theft, sabotage, negligence in duty etc. occur he will report immediately to his controlling officer/superior officer.9. He is responsible to keep in safe custody all the records lying in security office/main gate during of his duty period

3. Embodiment ANSAR (0.8 yr)

(7 Oct 2022 - 31 Jul 2023)

Bangladesh Ansar and Village Defence Party

Area of Expertise:

Security and Data Protection (0.8 yr)

Duties/Responsibilities:

Exes Control

4. Embodiment Ansar (1.5 yrs)

(18 May 2021 - 6 Oct 2022)

Bangladesh Ansar and Village Defence Party

Area of Expertise:

Aviation Operation (1.4 yrs)

Duties/Responsibilities:

Passenger Security Check , Gate 1, Domestic Entry Higec point, International Entry Higec Point, Ramp Gate.

5. Manager operation (0.2 yr)

(1 Mar 2021 - 17 May 2021)

Keen Surma security service Ltd

Area of Expertise:

Security (0.2 yr)

Duties/Responsibilities:

Monitor and supervise of operational activities of assigned zone. Coordinate with the clients of concerned post and collect feedback report. Find out potential clients and increase posts. Initiate and solve day to day operational issues. Promote excellent customer care through liaison and regular consultation. Conduct investigation for any incident or accident. Adjust posting of the field force employees as per requirement. Perform regular post visit as per plan and urgency. Motivate, counsel and handle grievance of field forces. Ensure annual performance evaluation of the team. Identify training needs & conduct training accordingly.

6. Field Facilitators (3 yrs)

(21 Mar 2018 - 28 Feb 2021)

RDRS Bangladesh

Area of Expertise:

NGO Project Management (2.9 yrs)

Duties/Responsibilities:

Organizing and implementing of all training refresher training orientation workshop linkage event group education PSPM of respected stake holders by using BCC materials module. Organize and facilitate training awareness raising with community support group, community pusti group, union parishad, union standing committee, religious leader and with other Govt. stakeholders at union level. Awareness raising on nutrition and child rights through courtyard session with beneficiaries. Buildup functional relationship with GONGO local government institute at union level. Maintain liaison and linkage with field union office staff and share experience progress, problems with field office management on regular basis. Advocacy with respected govt. stakeholders at union level to ensure nutrition specific supports for the beneficiaries. Maintain all relevant documents systematically ensuring transparency and reference. Ensure social safety net supports for the beneficiaries after consultation with union parishad. Facilitate village level group formation GPUK, adolescent club and savings & mobilization. .Collection Data For Benefisiari by TAB Write Case Study, Success Story Given Report To Supervisor Weekly Monthly & quarterly.

Academic Qualification:

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration
Masters of Arts (MA)	Bangla	MC College	CGPA:2.28 out of 4	2020	1
Bachelor of Arts (BA)	Bangla	National University	CGPA:2.63 out of 4	2019	4
HSC	Business study	Alif Subhan Chowdury College	CGPA:4.2 out of 5	2013	2
SSC	Business Studies	Debgram Pilot High School, Akhaura	CGPA:3.75 out of 5	2011	2009-2010

Training Summary:

Training Title	Topic	Institute	Country	Location	Year	Duration
General ANSAR Basic training		Bangladesh Ansar and VDP Academy	Bangladesh	Sofipur, Gazipur	2021	70 day`s
Basic Aviation security training		Civil aviation Academy	Bangladesh	Dhaka	2021	5 day`s
VDP Basic training ARMS		Habiganj Ansar and VDP	Bangladesh	2 ANSAR BATTALION, KALAPUR, SREEMANGAL	2016	21 Day`s

Professional Qualification:

Certification	Institute	Location	From	To
Diploma In Software Application	Rashidpur EDBO Under Bangladesh Postal Academy Rajshahi	Rashidpur, Bahubal,Habigonj	January 1, 2017	March 31, 2017

Career and Application Information:

Looking For : Entry Level Job
Available For : Full Time
Present Salary : Tk. 33000
Expected Salary : Tk. 20000
Preferred Job Category : Customer Service/Call Centre
Preferred District : Anywhere in Bangladesh.

Skill:

Fields of Skill
Customer Support/ Client Service

Language Proficiency:

Language	Reading	Writing	Speaking
Bangla	High	High	High
English	High	High	Medium

Personal Details :

Father's Name : Md.Ramzan Ali
Mother's Name : Momata Begum
Date of Birth : 27 Dec 1995
Gender : Male
Marital Status : Unmarried
Nationality : Bangladeshi
Religion : Islam
Permanent Address : Borogoan,P.O:Rashidpur, Bahubal, Habiganj
Current Location : Chattogram
Blood Group : AB+

Reference (s):

<u>Reference: 01</u>		<u>Reference: 02</u>	
Name	: Eng.Joynal Hossain	Lutfur Rahaman	
Organization	: Inhale Diegonestric centre	Bangladesh Bank	
Designation	: Managing Director	Assistant Director	
Address	: Dorghamoholla, Sylhet	Bangladesh Bank Dhaka	

Primary Mobile No	:	+8801726146992		+8801724665610
Relation	:	Professional		Relative

