



MD. IBRAHIM KHAN

Phone: +88 01515-617655, +88 01964-699835

Email: ibrahimkhan01515@gmail.com

Address: Muktijoddha Road, West Aganagar, Keraniganj, Dhaka-1310.

CAREER SUMMARY

Experienced Billing, Credit Recovery and Customer Service Professional with Over 4 Years of Progressive Responsibility in MIS and Sales Administration, HR and Admin. I am Skilled in Invoice Processing, Data Analysis, Reporting and Stakeholder Communication. Proficient in MS Excel and Office Applications with a Solid Foundation in Business Operations and Cross-Functional Coordination to Drive Operational Efficiency and Accuracy.

AREA OF EXPERTISE

- Advanced MS Excel
- Billing and Invoice Management
- Credit Recovery & Payment Collection
- MIS Report Generation
- Sales Data Analysis
- HR & Recruitment Operations
- Attendance & Payroll Software
- Database Management (Distributor & Field Force)
- Customer Communication & Support
- Microsoft Word, PowerPoint, Access
- English & Bengali Typing Skills
- Business Communication Skills
- Team Coordination & Support
- Administrative File Management
- Daily Sales Reporting (IMS)
- Field Force Coordination
- Pressure Handling & Deadline Management
- Stakeholder Relationship Building
- Sales Performance Monitoring
- Internal Software & Tools Familiarity

PROFESSIONAL EXPERIENCE

Officer – Billing, Credit Recovery & Customer Service

Popular Medical College & Hospital (A Sister Concern of Popular Group)

Dhanmondi-2, Dhaka | December 2, 2023 – Present

- Prepared invoices, rough bills, and final bills for admitted patients.
- Received and processed cash, card, and mobile banking patient payments.
- Collected due bills and followed procedures for credit recovery efficiently.
- Communicated with attendants, updating them about current and pending billing status.
- Maintained accurate, up-to-date records of all patient account balances.
- Reduced billing discrepancies through careful verification and timely correction procedures.
- Improved patient experience by streamlining payment and discharge billing process.
- Contributed to monthly financial reporting with accurate billing and collection data.

Officer – Sales Admin and MIS

Next Food & Beverage Industries Ltd. (A Sister Concern of Bhaiya Group)

Motijheel, Dhaka | January 1, 2022 – November 30, 2023

- Prepared monthly depot and dealer reports for internal performance evaluation.
- Generated daily IMS reports by territory and representative for tracking.
- Maintained updated distributor, dealer, and field force information databases accurately.
- Communicated daily with field force to collect sales activity updates.
- Monitored progress and followed up on monthly and daily sales targets.
- Improved reporting efficiency by optimizing dealer and depot data formats.
- Streamlined communication system with field teams, reducing response delays significantly.
- Enhanced decision-making by ensuring timely and accurate IMS report delivery.

Assistant Officer – HR & Admin

Nuovo Shoes (BD) Ltd. (A Sister Concern of FB Footwear)

Gulshan-2, Dhaka | July 11, 2020 – December 31, 2021

- Handled full-cycle recruitment including screening, interviews, and onboarding processes.
- Maintained HR databases with accuracy using specialized HRM software tools.
- Prepared daily attendance reports through the payroll system for HR compliance.
- Organized employee records both digitally and physically for secure documentation.
- Delivered administrative support to management ensuring smooth office operations daily.
- Reduced hiring time by streamlining recruitment and onboarding procedures effectively.
- Enhanced team productivity by implementing efficient HR data tracking systems.

ACADEMIC QUALIFICATION

2017 MBA in Management

Kabi Nazrul Govt. College (University of Dhaka) | CGPA 3.25 (out of 4)

2016 BBA in Management

Kabi Nazrul Govt. College (University of Dhaka) | CGPA 2.92 (out of 4)

2012 HSC in Humanities

Govt. Shaheed Sohrwardi College (Dhaka Board) | GPA 3.40 (out of 5)

2008 SSC in Humanities

Hammadia High School (Dhaka Board) | GPA 4.00 (out of 5)

TRAINING & CERTIFICATE

2023 Basic to Advanced Excel

Skillful Bangladesh | 1 Month Duration

Topic: Microsoft Excel

2018 Computer Office Applications

Bangladesh Technical Education Board | Result: A+ | 6 Months Duration

Topic: MS Word, Excel, PowerPoint, Access

LANGUAGES

Bengali (Native) | **English** (Professional Working Proficiency)

PERSONAL INFORMATION

Father's Name: Md. Abdur Rashid Khan

Mother's Name: Taslima Begum

Date of Birth: February 18, 1992

Permanent Address: Vill: Nandankona, P.O.: Kola, P.S.: Sirajdikhan, District: Munshiganj-1541.

REFERENCE

MA. HA. Tariquzzaman

Position: Deputy Manager

Popular Medical College and Hospital, Dhaka

Phone: +88 01716-620016

Md. Jafar Ahmed

Positon: Associate Professor

Kabi Nazrul Govt. College, Dhaka

Phone: +88 01716-935540

Signature:

