

MD. TANZIRUL RAHMAN

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Career Summary:

- Over 3+ years of combined experience in teaching and client relationship management across education and corporate sectors.
- Demonstrated ability to manage diverse student groups, deliver subject-based instruction, and maintain academic discipline.
- Proven expertise in CRM operations, ensuring effective client communication, service delivery, and customer retention.
- Strong capability in handling academic documentation, lesson planning, performance evaluation, and classroom management.
- Skilled in managing client queries, maintaining records, and supporting organizational operations with accuracy.
- Consistently recognized for excellent communication, teamwork, and the ability to work under pressure in fast-paced environments.
- Adept at resolving conflicts, problem-solving, and ensuring smooth workflow to support organizational goals.

Objective: To obtain a challenging position in a reputable organization where I can apply my skills in teaching, client service, CRM operations, and problem-solving to contribute to organizational growth while developing my professional competencies.

Key Proficiencies:

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| • Data & Record Management Classroom Management | • Data & Record Management |
| • Client Relationship Management (CRM) | • Problem-Solving |
| • Lesson Planning & Delivery | • Service & Support Handling |
| • Communication & Coordination | • Time Management |
| • Conflict Resolution | • MS Word, MS Excel, Internet Operations |

Date of Birth: 01 December 1999

NID: 2404787067

Job Experience:

Teacher (Science Dept.), Begum Rokeya Adarsha Biddaloy

2 Years

Responsibilities:

- Conducted lessons in multiple subjects following academic guidelines.
- Prepared lesson plans, class materials, and assignments.
- Maintained discipline and ensured a productive learning environment.
- Monitored student performance and provided necessary guidance.
- Maintained academic records and supported administrative activities.

Achievements:

- Increased student subject comprehension and performance by providing engaging lessons.
- Successfully managed and taught multiple science subjects to large student groups.
- Improved classroom discipline and academic consistency through structured teaching methods.

Goldsands Group – Executive (CRM)**1 Year****Responsibilities:**

- Managed client queries and ensured timely resolution.
- Maintained CRM databases and updated client information.
- Coordinated with internal teams to deliver customer service support.
- Conducted follow-ups to ensure client satisfaction and service continuity.
- Prepared reports and maintained documentation for CRM activities.

Achievements:

- Improved customer satisfaction through effective communication and follow-up.
- Enhanced CRM data accuracy leading to smoother service delivery.
- Supported business operations by maintaining strong client relationships.

Academic Qualification:

- M.S.S in Economics from National University with Appeared.
- B.S.S in Economics from National University with CGPA 3.12 out of 4.00 in 2022.
- HSC in Science from Modhupur Shahid Smrity Higher Secondary School with GPA 3.75 out of 5 in 2018.
- SSC in Science from Mohanpur Public High School with GPA 5.00 out of 5 in 2016.

Training:

- Training on Basic commuter (MS word, Excel, PowerPoint)

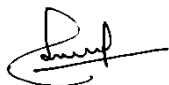
Soft Skills: Communication, Conflict Resolution, Problem-Solving, Teamwork, Time Management, Ability to Work Under Pressure, Service & Support

Technical Skills: MS Word, MS Excel, Internet Browsing, Email Communication

Language: Fluent in both Bengali and English.

References:

1. **Md. Mukul Mia**, Head of Department (Economics), Ibrahim Kha Govt. College
Phone: (+88) 01886094996
2. **S.M. Kawsar**, Assistant Manager, Bureau Veritas Consumer Product Services Bangladesh
Phone: (+88) 01638-764172
Email: imrulh729@gmail.com

**Signature:****Date:**