



MD SHAKAWAT HOSSAIN

Phone: +88 01852283926

Email: 11shakawat11@gmail.com

Address: 7th Floor, Taleb Tower, Boro Garez More, Katalgonj, Chittagong

CAREER SUMMARY

Motivated and results-driven professional with over 5 years of experience in showroom and branch management, customer service, and sales operations. Holds an MBA in Management and has demonstrated expertise in team leadership, client relationship management, and operational efficiency through roles at Sony Rangs Electronics and NRB Agent Banking. Proven ability to enhance service quality, drive sales performance, and implement effective business strategies.

AREA OF EXPERTISE

- Showroom Management
- Team Leadership
- Customer Service
- Sales & Marketing
- Inventory Management
- Cash Handling
- Staff Training & Supervision
- Communication Skills
- Conflict Resolution
- Problem Solving
- Client Relationship Management
- MS Word
- MS Excel
- MS PowerPoint
- Organizational Skills
- Time Management
- Strategic Planning
- Performance Monitoring
- Retail Operations
- Business Development

PROFESSIONAL EXPERIENCE

Showroom Manager

 Sony Rangs Electronics
Present

August 2021 –

- Oversee daily operations of the showroom to ensure smooth workflow and efficiency.
- Lead and manage sales team, train and supervise staff for excellent service delivery.
- Monitor sales targets and apply strategies to boost performance and engagement.
- Manage inventory levels, coordinate stock replenishment, and maintain product availability.
- Address customer inquiries and complaints professionally to ensure satisfaction and retention.
- Maintain showroom environment aligned with brand image and service excellence standards.
- Boosted monthly showroom sales through upselling and team performance improvements.
- Enhanced staff efficiency and service quality with targeted training program development.

Cash Assistant

 NRB Agent Banking
September 2021

January 2021 –

- Assisted clients with financial transactions, including deposits, withdrawals, and inquiries.
- Maintained accurate records of all transactions and ensured compliance with banking procedures.
- Handled cash efficiently, minimizing discrepancies and ensuring daily reconciliation.
- Provided courteous and professional customer service to enhance client satisfaction.
- Supported branch operations by coordinating with internal departments and resolving client issues.

- Contributed to faster service delivery by reducing average customer wait time.
- Maintained 100% accuracy in daily cash handling and reporting during tenure.

Manager

Amari Holdings Ltd.

September 2019 – December

2020

- Supervised branch operations, ensuring efficiency and compliance with company policies.
- Developed and implemented sales strategies to meet branch targets and drive revenue growth.
- Led and trained staff, improving performance and customer service skills.
- Managed inventory, staffing, and budgeting to enhance branch operational efficiency.
- Increased branch sales by 15% through the implementation of effective sales strategies.
- Strengthened customer loyalty by improving service satisfaction, resulting in repeat business.

Brand Promoter

 Bengal Group of Industries (DITF 2017)

- Promoted products and services to customers and visitors at trade fair.
- Delivered compelling brand messages to engage customers and enhance brand awareness.
- Assisted with product demonstrations and provided information to boost customer interest.
- Collaborated with the sales team to meet and exceed sales targets and promotional objectives.
- Successfully contributed to increasing brand visibility and product awareness at the trade fair.
- Helped meet sales targets by effectively engaging visitors and converting leads into customers.

ACADEMIC QUALIFICATION

2018	Master of Business Administration (MBA) in Management National University CGPA 2.94 (Out of 4.00)
2017	Bachelor of Business Administration (BBA) in Management National University CGPA 2.74 (Out of 4.00)
2013	Higher Secondary Certificate (HSC) in Business Studies KPM High School & College GPA 3.70 (Out of 5.00)
2011	Secondary School Certificate (SSC) in Business Studies KPM High School & College GPA 3.44 (Out of 5.00)

TRAININGS & CERTIFICATIONS

2016	Spoken English – Communication Skills Mentors 3 Months Kaptai, Bangladesh
2014	Computer Training – MS Office & Applications M.A Chashi Gono Biddalaya 3 Months Rangunia, Bangladesh.
2022	(ERP software training)6 months of training and experience with ERP software.

LANGUAGES

- Bengali (Native)
- English (Professional Working Proficiency)

PERSONAL INFORMATION

- **Date of Birth:** 05 March 1996
- **Nationality:** Bangladeshi
- **Blood Group:** A+
- **NID Number:** 4648667089
- **Permanent Address:** village-purvo bakra, post office- master bazar, post code-3600 , police station-matlob dakkhin, district- chandpur.

REFERENCE

- **Md. Saiful Islam**
Production Officer, Pailac Paint & Chemical Co.
B. Pharm (UAP), M. Pharm (SUB)
Mobile: +88 01675 256944 / 01911 660435
Email: saifuluap@gmail.com
- **Md. Tofazzal Hossain**
General Manager, Pailac Resin Complex (Pvt.) Ltd.
B.Sc. (Hon's), M.Sc. in Applied Chemistry
Mobile: +88 01715 828711 | **Email:** tofazzal58@gmail.com