

MD. TANZIM HOSSAIN

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PROFESSIONAL SUMMARY

Detail-oriented and proactive administrative professional with hands-on experience in customer service, office coordination, and communication management. Proven ability to handle client interactions, maintain records, and support daily operations efficiently. Seeking a corporate position where I can contribute to productivity, service quality, and organizational growth.

CORE COMPETENCIES

- Customer Relationship Management
- Office Administration & Coordination
- Data Entry & Documentation
- Communication & Client Handling
- Billing & Record Management
- Multitasking & Time Management

PROFESSIONAL EXPERIENCE

OFFICER – CUSTOMER CARE

Multibrand Workshop Ltd., Tejgaon, Dhaka

- 📅 Dec 2024 – Present
 - Handle customer inquiries and provide timely support via phone and direct communication
 - Manage billing operations ensuring accuracy and timely processing
 - Maintain service records and documentation for operational efficiency
 - Coordinate with internal teams for overseas parts follow-up
 - Support emergency service communication and client handling
 - Build and maintain positive customer relationships

OFFICE ASSISTANT CUM COMPUTER OPERATOR

Dakshingaon Bright School, Sabujbagh, Dhaka

- 📅 Nov 2022 – Nov 2024
 - Coordinated student admissions and follow-up communication
 - Maintained financial records and basic accounts
 - Managed office documentation and reporting
 - Assisted in exam preparation and administrative tasks

EDUCATION

- **MBA in Accounting**
National University | 2021
CGPA: 2.88 / 4.00
- **BBA in Accounting**
National University | 2020
CGPA: 3.15 / 4.00
- **HSC (Business Studies)**
Motijheel Govt. Boy's High School | 2016
GPA: 4.00 / 5.00
- **SSC (Business Studies)**
Khilgaon Govt. High School | 2014
GPA: 4.81 / 5.00

TECHNICAL SKILLS

- Microsoft Office (Excel, Word, PowerPoint)
- Data Entry & Reporting
- Basic Adobe Photoshop
- Email & Internet Communication

LANGUAGE PROFICIENCY

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

TRAINING & CERTIFICATIONS

Certificate in Computer Applications (MS Word & Excel)

National Youth Development & Training Institute

PERSONAL DETAILS

- **Father's Name** : Md. Mobarak Hossain
- **Mother's Name** : Lyzu Hossain
- **Date of Birth** : 02 January 1999
- **Nationality** : Bangladeshi
- **Marital Status** : Unmarried
- **Height** : 5'7"

REFERENCE

Md. Harunur Rashid

Asst. Doctor, BKSP, Savar

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DECLARATION

I hereby declare that all information provided is true and correct.

SIGNATURE
Md. Tanzim Hossain