



Md Siddikur Rahman

8+years' experience in Retail, Logistics, and Operations, with focus on sales, various team leadership, and customer handling & crisis management

PERSONAL



Name

Md Siddikur Rahman



55/A R.A Khan Road
Thana Para Kushtia



Phone Number

+8801641166614



Email

Mdsiddikur497@gmail.com

LANGUAGES

English ★★★★★

Bangla ★★★★★

Hindi ★★★★★

EDUCATION

Masters (Economics) National
University (Govt. Debendra
College Manikganj)

Running

BBS (Bachelor Of Arts (BA)
National University.

Govt. Bangabandhu College ,
Pallabbi, Dhaka

CGPA: 3.13

HSC (Science) Noapara
Model College, Jessore
GPA: 3.13

SSC (Science Mahakal Pilot
School & College
GPA: 3.13

EXPERIENCE

- Apr 2023 To Till 2025 Executive (In-Charge Outlet)**
Gemcon Food & Agricultural Products Ltd
(Meena Bazar)
Managed Manager SOP & Roles play ASM as on Aria Manager
Perfume increase Sales motivation planning, Crisis management
- Jan 2021 To Oct 2022 Outlet Operation Manager**
ACI Logistics Limited. (Shwapno), Bangladesh
Managed sales, staff, inventory cash management Etc.
Reduced employee turnover and achieve yearly sales target.
- Jun 2016 – Jan 2021 Section Manager CG**
ACI Logistics Limited.(Shwapno), Bangladesh
Ensure Customer Service & Satisfaction, quality freshness and
Product Knowledge, Handling customer and solved problem
- Nov 2015 – May 2016 Dream Attendant (Sales Officer)**
ACI Logistics Limited.(Shwapno), Bangladesh
Achieving Sales Targets, Understanding Customer Needs and
Handling Inquiries and Complaints, Continuous Learning.

SKILLS

- Retail & Operations Management ★★★★★
- Sales & Customer Service ★★★★★
- Inventory & Cash Management ★★★★★
- Team Leadership & Training ★★★★★
- MS Excel, SAP, MS Word, PowerPoint Etc. ★★★★★

Training COURSES

Have Trained ACI training Department

ACI LIMITED BANGLADESH

- Quality Assurance & Control
- Leadership
- Inventory Cash Management &SAP
- Housekeeping

COMPUTER SKILLS

- Microsoft Word
- Microsoft
- PowerPoint
- VLOOKUP
- XLOOKUP
- PIVOT
- SUMIFS
- COUNTIF

STRENGTHS

#Flexible and work well both individually and as a team.
#Can handle stress and is conscientious in meeting deadlines.
#Strong interpersonal and communication skills.
#Ability to work with all types of personalities.
#Have unlimited passion to get academic know-how.

REFERENCES

Mazharul Islam Cluster

Manager (Gemcon Food and Agricultural Products Ltd (Meena Bazar)

☎ +8801796580935

✉ Mazharul.islam@meenabazar.com.bd

Tarafder Md. Mehedi Al Masud (Senior Lecture)
Shoutheast Business School
Shoutheast
University, Banani, Dhaka
☎ +880 1955688040

PERSONAL DETAILS

- Md Siddikur Rahman
- Date of Birth: 01-May-1997
- Height: 5 ft. 6 in.
- Nationality: Bangladeshi
- National ID-9575958617
- Gender: Male
- Marital Status: Married
- Blood group: A(+)
- Fathers: Md Kashem Biswas
- Mothers: Sufia Begum
- Permanent address :Chapatola, Chengutia Abhynagar, Jashore, Bangladesh

ACHIEVEMENTS

- Achieve Annual 25% increasing sales reward
- Reduced employee turnover, Wastage & Stock gap.
- Ensured smooth handling of critical customers & stakeholders.

SKILLS KEY

- Managed day-to-day office operations, including scheduling, reporting, and records management.
- Coordinated communication between departments, enhancing workflow efficiency by 20%.
- Prepared business correspondence, financial reports, and presentations for senior management.
- Provided high- quality support to over 50+ clients daily, achieving a 95% satisfaction rating.
- Handled escalated issues professionally, resolving complaints and retaining key customers.
- Trained new staff on customer service protocols, product knowledge, and communication skills.
- Processed customer orders, payments, and inquiries with speed and accuracy.

FINAL PROFESSIONAL IMPRESSION

Dedicated and adaptable professional with a strong track- record of success in business operations, client service, and administrative support. Valued for exceptional organizational skills, clear communication, and the ability to deliver results under pressure. Committed to continuous learning and personal growth while contributing to the long-term success of the organization. Seeking a challenging role where I can apply my expertise, dedication, and passion for excellence to drive meaningful impact in organization.