

Hasan Mahmud Shakil

Halishahar H/E, House-35, Lane-19 Block-B
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Career Objective

To build a professional career in the microfinance and development sector through Shakti Foundation, utilizing my communication, client service, and relationship management skills to support financial inclusion, strengthen member engagement, and contribute to sustainable community development while continuously enhancing my professional capabilities.

Academic Qualifications

Master of Arts (M.A.) in English Language & Literature
Chittagong College, National University
Final Examination Completed (Result Revealed)

Bachelor of Arts in English Language and Literature– Government Hazi Mohammad Mohsin College, National University (2024) |CGPA: 2.67

Higher Secondary Certificate (Humanities)–Chittagong Government City College (2017) | GPA: 4.33

Secondary School Certificate (Business Studies)–Musapur Badiuzzaman High School (2015) |GPA: 4.44

Professional Experience

Senior Student Counselor

International Student Service | Jan 2023 – Jun 2025

- Guided 50+ clients through US non-immigrant visa processing and university admissions.
- Managed sensitive documents, maintained files, and ensured compliance with requirements.
- Coordinated with students, institutions, and external partners to ensure smooth operations.
- Handled queries, resolved issues, and maintained accurate operational records.

Customer Service Associate (Banglalink Process)

Genex Infosys Ltd. | Mar 2018 – Sep 2019

- Handled customer queries and service-related issues professionally.
- Maintained CRM records and customer interaction documentation.
- Worked in a target-oriented and fast-paced corporate environment.

Sales Associate (Seasonal Campaign)

BRAC Aarong | Ramadan Campaign 2021

- Assisted customers and supported retail sales activities during seasonal operations.
- Maintained customer satisfaction through effective communication and service support.

Sales Representative (Event Promotion – CITEF)

Savoy Ice Cream Factory Ltd. | Chittagong International Trade Fair

- Promoted products and handled customer engagement activities during trade fair operations.
- Achieved strong sales performance and secured 3rd position among sales representatives.

Technical & Interpersonal Skills

- Microsoft Word, Excel & PowerPoint
- Field level data collection & Reporting
- Customer Relationship Management
- Data Management
- Motorcycle Riding
- Professional Communication
- Leadership & Team Coordination
- Problem Solving
- Time Management
- Adaptability
- Client Handling
- Multitasking Ability

Leadership & Social Impact

Founder & President – Kandari Hushiyar (Youth Social Platform) (2018 – Present)

- Led COVID-19 relief campaigns and hygiene drives.
- Managed 30+ youth volunteers and coordinated local outreach projects. Engaged

Member – Bangladesh Youth Leadership Center (BYLC) (2021)

- Completed training in communication, civic responsibility, and leadership.

Volunteer – Bangladesh Red Crescent Youth (2016–2017)

- Supported relief efforts, blood donation, and health awareness initiatives.

Language Proficiency

- Bengali: Native
- English: Advanced

Personal Information

Date of Birth: February 22, 1999

Nationality: Bangladeshi

NID No.: 1958422865

Marital Status: Married

Present Address: Halishahar H/E, Chattogram.

Permanent Address: Musapur, Ward No. 5, Sandwip, Chattogram.

Willing to Relocate: Yes, anywhere in Bangladesh.

Blood Group: A+