

SAIDUL RAHMAN MASUM

📍 Doha, Najma, Qatar | 📞 +974 51449404

| ✉️ saidulrahmanmasum@gmail.com

Languages: Bangla (Fluent), English (Fluent), Hindi (Fluent)

NOC: Available | QID Expiry: 24 July 2026



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PROFESSIONAL SUMMARY

Motivated and customer-focused professional with proven experience in sales, client relations, and branch operations. Skilled in building strong customer relationships, managing transactions, and achieving sales targets. Adept at working in fast-paced environments while maintaining a high standard of service. Seeking a Customer Service or Sales Executive position to contribute to business growth in a dynamic organization.

CORE SKILLS

- Customer Relationship Management
- Sales & Target Achievement
- Communication & Negotiation
- Cash Handling & Transaction Processing
- Problem Solving & Conflict Resolution
- Team Collaboration
- Microsoft Office Suite

PROFESSIONAL EXPERIENCE

- Hedash Services W.L.L. – Qatar

Customer Service Associate | July 2025 – Present

- Assist customers with inquiries, complaints, and service requests to ensure satisfaction.
- Maintain accurate transaction records and handle cash/credit payments.
- Support sales activities and promote company services to potential clients.

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- Mawa Enterprise Limited – Bangladesh

Manager | Aug 2024 – Apr 2025

- Led daily business operations, supervised staff, and ensured smooth workflow.
- Developed sales strategies that increased customer base and revenue.
- Managed inventory, supplier relationships, and customer accounts.

- Eastern Bank PLC – Bangladesh

Branch Representative | Mar 2023 – Jul 2024

- Provided customer service for banking transactions and account management.
- Assisted clients with loan applications, deposits, and withdrawals.
- Promoted bank products and services, contributing to branch sales targets.

EDUCATION

B.A. in English Literature (Final Year Running)

National University of Bangladesh – Omar Gani MES College (2021 – Present)

Higher Secondary Certificate (HSC) – Govt. Hazi Muhammad Mohsin College, Chittagong –
GPA: 3.75/5 (2019)

Secondary School Certificate (SSC) – Muhammad Kamal Uddin High School, Chittagong –
GPA: 4.32/5 (2017)

DECLARATION

I hereby declare that the above information is true and correct to the best of my knowledge.

SAIDUL RAHMAN MASUM