

Mohammad Azharul Islam

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EDUCATION

Masters of Social Science (MSS)

Major: Economics
Government Titumir College, University of Dhaka, Bangladesh

WORKSHOP & TRAINING

Legal Research Methodology (2017)
Debate Workshop (2017-18)
Leadership Development Training (2017)
(House of Knowledge, IIUC)
Usmania Glass Sheet Factory Ltd.
Chittagong, Bangladesh

LANGUAGE

Fluent in English, Hindi, Bengali and Arabic (basic)

KEY SKILLS

- Customer Service Excellence
- Team Leadership & Staff Training
- Problem-Solving
- Time Management & Multitasking
- Food Safety & Hygiene Compliance

PERSONAL INFORMATION

Nationality: Bangladeshi
Religion : Muslim
Visa Status: Transferable

REFERENCES

[Available upon request.]

PROFESSIONAL SUMMARY

A highly organized and detail-oriented finance professional with expertise in customer service and sales. With extensive experience in managing accounts, performing cost analysis, and maintaining accurate financial records, I possess excellent communication skills and a strong ability to work effectively within teams. Adept at delivering exceptional customer service while achieving sales targets. Eager to contribute my skills to a customer-service or sales role in your reputed organization.

EXPERIENCE

Restaurant Manager – – Present

Sukriya Restaurant and Cafeteria – Doha, Qatar

- Oversee daily restaurant operations, ensuring exceptional customer service and smooth staff management.
- Manage inventory, order supplies, and maintain appropriate stock levels.
- Ensure compliance with food safety and hygiene regulations.
- Handle customer feedback, resolve issues, and optimize dining experiences.
- Manage budgeting, financial reporting, and cash flow to maintain profitability by leading and training staff to provide high-quality service and drive sales.

Customer Service Associate (CSA)- April 2016 – May 2018

Genex Infosys limited- Dhaka, Bangladesh

- Input customer information, call notes and personal data onto internal database.
- Responded to customer emails, letters and phone calls within company's communication targets.
- Resolved customer queries over phone and by email.
- Supported customer satisfaction, addressing escalated complaints with diplomacy and acknowledgment.

CSR (Customer Service Representative)- Feb 2020 – Dec 2024

Eastern Trading Company (OCS, Bangladesh)

- Manage large amounts of incoming phone calls
- Managed transactions, processed orders, and handled payments.
- Developed strong client relationships, promoting repeat business and brand loyalty.
- Generate sales leads.
- Identify and assess customers' needs to achieve satisfaction

CORE COMPETENCIES

- Business Knowledge:** Market analysis, business writing, attention to detail.
- Customer Service:** Client relationship building, customer inquiries, problem-solving.
- Sales:** Product recommendations, upselling, achieving sales targets.
- Accounting & Finance:** Accounts payable, journal entries, financial reporting, auditing
- Soft-Skills:** QuickBooks, Microsoft Office (Excel, Word, PowerPoint).
- Team Collaboration:** Strong teamwork, leadership, and communication skills.
- Marketing; Project Management; Budget Planning; social media.