



Md. Shah Faruk

Deputy Sales Manager
Mobile: +8801912931940
farukshahfaruk@gmail.com

PROFILE INFO

Highly accomplished **Deputy Manager** with a **robust background in sales, marketing, and project management**. Renowned for **exceptional leadership, strategic vision, and a proven ability to drive revenue growth**. Adept at managing large-scale projects, **forging strong client relationships**, and navigating **complex negotiations**. Expert in developing and **executing sales strategies** that yield substantial business results.

PROFESSIONAL EXPERIENCE

DEPUTY MANAGER, SALES DEPARTMENT
B-TRAC SOLUTIONS LIMITED



Aug 2018 - Continue
Responsibilities:

- Collaborating closely with the Sales Director to identify, pitch, and secure new business opportunities.
- Acquiring a deep understanding of client needs and objectives.
- Participating in weekly team meetings with the sales team, directors, and senior management.
- Managing day-to-day client interactions and relationships.
- Engaging in team-building and sales training events to enhance team performance.
- Promptly addressing client concerns and ensuring timely resolution of issues.
- Maintaining regular communication with clients, providing consistent updates.
- Conducting continuous market analysis and competitive assessments.

Key Achievements:

- Secured the Office of the Comptroller and Auditor General (OCAG) for the call ticketing system project.
- Onboarded Chittagong City Corporation for the pay parking system.
- Closed a landmark contract with BRAC for 5000 VTS units.
- Expanded market presence in Chittagong for VTS sales.

EDUCATION

MBA - 2014
Prime University
Result: 3.67

Honors - 2011
Darul Ihsan University
Result: 3.51

H.S.C 2006
Shahid Suhrawardy College
Result: 2.80

S.S.C - 2004
West End High School
Result: 3.25

EXPERTISE

- Management Skills
- Analytical Ability
- Strategic vision
- Negotiation
- Critical Problem Solving
- Leadership

LANGUAGES

- Bengali
- English



December 2014 - July 2018

Responsibilities:

- Partnering with the Sales Director to identify, pitch, and secure new business opportunities.
- Developing a comprehensive understanding of client needs and industry dynamics.
- Participating in weekly strategic meetings with the sales team, directors, and senior management.
- Managing daily client interactions and ensuring exceptional service delivery.
- Engaging in team-building activities and advanced sales training programs.
- Swiftly addressing client concerns and ensuring timely resolution of issues.
- Maintaining consistent communication with clients, providing regular progress updates.
- Conducting thorough market analysis and competitive assessments to inform strategic decisions.
- Strengthening client retention by cultivating robust relationships with key decision-makers.

Key Achievements:

- Onboarded the Bangladesh Roads & Highways Department with document archiving solutions.
- Achieved CDIA (Certified Document Imaging Architect) certification from the Philippines.
- Managed a major project worth 400 crore BDT for BBS.
- Secured Kodak as a hardware partner for Tech One Global.

SENIOR ACCOUNT MANAGER,
SALES & MARKETING DEPARTMENT
DEVNET LIMITED



July 2012 - November 2014

Responsibilities:

- Developing an in-depth understanding of client needs and industry landscapes.
- Promptly addressing client concerns and ensuring swift resolution of any issues.
- Collaborating closely with the Sales Director to identify, pitch, and secure new business opportunities.
- Maintaining regular communication with clients, providing timely updates and insights.
- Actively managing daily client interactions to ensure exceptional service and satisfaction.
- Participating in team-building exercises and advanced sales training programs to enhance performance.
- Attending weekly strategic meetings with the sales team, directors, and senior management to align goals.

Technical skills:

- Operating Systems:
Windows 98, 2000, XP
Professional Edition,
Windows 7 & 8.
- Microsoft Office (Word,
Excel, PowerPoint).
- Others: Web Browsing,
Emailing, Windows.

Personal Information:

Name: MD. Shah Faruk.

Father's Name: MD. Shah Abdul
Hafeez (Late).

Mother's Name: Zaheda Begum

Religion: Islam (Sunni).

Nationality: Bangladeshi.

Date of Birth: 07.08.1989

National ID No: 2694260624435

Blood Group: B+

Sex: Male.

Marital Status: Married.

SHIFT MANAGER
PIZZA HUT, TRANSCOM FOODS LIMITED



January 2008 to June 2012

Responsibilities:

- Ensuring exceptional standards of food and beverage service.
- Managing and optimizing food and labor costs.
- Upholding strict Health & Safety and hygiene procedures and standards.
- Possessing comprehensive knowledge of all menu offerings.
- Leading the recruitment, training, and development of restaurant staff.
- Effectively addressing and resolving customer complaints.
- Capitalizing on business opportunities to drive sales growth.
- Coordinating with kitchen staff to ensure seamless food service.
- Organizing daily and weekly staff schedules.
- Procuring stock and supplies, negotiating optimal prices with suppliers.
- Creating a welcoming atmosphere and serving as an inspirational host.
- Monitoring sales performance and compiling detailed reports for restaurant owners.
- Demonstrating enthusiasm for creating delectable dishes and delivering exceptional service.

Key Achievements:

- Participated in the event of 'Champs Challenge' held in New Delhi, India as a representative of Bangladesh in 2010 and recognized as a Silver Award Winner.
- Achieved the best performer award in April 2009 at Pizza Hut. Also achieved 17 Excellence certificate's as award for performing best.

References:

Sheikh Muhammad Faisal
Senior Operation Manager
Daffodil Response Center
Mob: 01926662300

Safayet Abdullah
Senior manager
B- Trac Solutions ltd
Mob: 01713-186922

Address:

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Dhaka - 1211

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Signature

Date: