



MD Nazmul Alam Nayeem

HR and Admin

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Languages

Bengali (Native)

English (Fluent)

Hindi (Work Proficiency)

Urdu (Work Proficiency)

About

I am experienced in customer service and administrative roles, with a focus on retail environments. I excel in greeting clients, handling complaints, upselling, inventory control, and store maintenance, ensuring excellent customer experiences across various retail settings.

BRANDS WORKED WITH

HR

Trust bank Ltd.

GRAMEENPHONE LTD

Astha Life Insurance Company Ltd.

Experience

● OFFICER

SAR SECURITIES LTD | Dec 2022 - Apr 2024

- Overseeing the recruitment and selection process to ensure that the best individuals are chosen.
- Supervising staff onboarding and off-boarding to ensure a smooth transition for new employees and effective exit processes.
- Keeping correct personnel records and administering human resources databases to ensure data integrity.
- Assisting with employee performance assessments in order to assess employee growth and provide constructive criticism.
- Ensuring that HR rules and procedures are implemented and communicated throughout the organization.
- Dealing with employee complaints and conflicts with sensitivity and professionalism.
- Managing employee benefits and compensation, ensuring that employees receive fair and competitive pay and benefits packages.
- Creating and carrying out training and development programs to improve staff skills and knowledge.
- Ensuring that labor rules and regulations are strictly followed in order to protect both employees and the firm.
- Handling payroll processing and leave management with accuracy and discretion.
- Developing and implementing staff engagement programs to promote a positive work environment.
- Assisting with organizational development and culture-building activities in order to fit with company values and goals.

● JUNIOR OFFICER

Astha Life Insurance Company Ltd. | Dec 2020 - Nov 2022

- To find and hire the best candidates for the firm, comprehensive recruitment methods were developed and put into practice. Additionally, candidate assessments were performed, interviews were planned, and equal employment opportunity laws were followed.
- To improve employee abilities and promote professional development, I identified the training needs of the workforce, created and implemented effective programs, offered one-on-one coaching, and worked together with management. acted as the main point of contact for employee questions and issues, handled complaints and conflicts, made sure that corporate policies were followed, and promoted good employee relations through efficient communication and mediation.
- To improve employee happiness and well-being, managed employee benefits programs, informed staff about benefits available, worked with vendors, handled claims, and ensured compliance with applicable laws.
- To enforce legal and regulatory standards within the firm, I made sure that labor laws were followed, designed and updated HR policies and processes, conducted audits, maintained accurate personnel records, and gave advice on compliance issues.

● RESEARCH

Trust bank Ltd. | Jan 2020 - Mar 2020

- Assisted with customer service and inquiries.
- Supported administrative tasks and data entry.
- Conducted financial transactions.
- Assisted with account management and updates.

● SENIOR TRAINEE

GRAMEENPHONE LTD | Jun 2015 - Oct 2017

TELECOMMUNICATIONS PROVIDER, NORWAY)

- Served around 150-200 customers on a daily basis over the phone, via email or physically.
- Refer unresolved customer grievances to designated persons for further investigation.
- Obtain and examine all relevant information in order to assess the validity of complaints and to determine possible causes and update team leader.
- Identify customer needs, clarify information and provide solutions.
- Conducted thorough quality reviews of customer service interactions and transactions to make sure established standards were being followed, identified areas for improvement, gave customer service agents feedback and coaching, and put into action measures to improve general customer satisfaction and service excellence.

Education & Training

2024 - 2024 ● **RAVENSBORNE UNIVERSITY LONDON**

Master of Science, Marketing

2020 ● **Independent University**

Bachelor of Business Administration, Marketing

2013 ● **Adamjee Cantonment College**

Higher Secondary School Certificate,

2011 ● **Adarshya Bidhya Niketon**

School Certificate,