

HM Arafat Hasan

alifarafatsikdar@gmail.com
+880 1918 322307
Tushardhara R/A, Kadamtali, Dhaka-1362, Bangladesh
Facebook

Objective

I am a dedicated, proactive, and results-driven professional with proven experience in e-commerce operations, customer relationship management (CRM), online business management, team leadership, and business process automation. Skilled in managing end-to-end business operations, including customer support, order processing, courier coordination, performance reporting, and after-sales service, while ensuring exceptional customer satisfaction and operational efficiency. Adept at leading teams, optimizing workflows, resolving complex customer issues, and improving business performance through data-driven decision-making. Passionate about continuous learning, embracing new technologies, and contributing to organizational success through professionalism, collaboration, integrity, and a commitment to excellence.

Education and Training

Junior Dakhil Certificate (JDC) 2021-01-01 - 2021-12-29
Darunnazat Ideal Madrasah
CGPA: Passed

Work Experience

Nadwatul Quran Wassunnah Madrasa

Tushardhara A/A, Kadamtali, Dhaka-1362, Dhaka - 1362, Bangladesh
nadwatul660@gmail.com

Assistant Teacher 2022-10-01 - 2023-12-31

Assisted in delivering quality education and maintaining a positive learning environment for students. Supported classroom management, lesson preparation, student guidance, and academic activities. Managed administrative and computer-related tasks efficiently while maintaining student records and reports. Developed strong communication, leadership, organizational, and multitasking skills through active involvement in both educational and administrative responsibilities.

Rs Leather BD

Agargaon 60 feet, next to Kalapata Restaurant, Lion Builders, 2nd floor., Dhaka - 1207, Bangladesh
rsshoes.info.bd@gmail.com | www.rsleatherbd.com

Online Business Manager 2024-03-23 - Current

- Promoted from Customer Executive to Online Business Manager through consistent performance, dedication, continuous learning, and professional growth.
- Managed end-to-end online business operations, including customer support, order processing, courier coordination, and after-sales services, ensuring exceptional customer satisfaction and operational efficiency.
- Managed critical online business operations, ensuring the smooth execution of daily workflows while maintaining service quality and business continuity.
- Resolved complex customer issues through effective communication and problem-solving, strengthening customer trust and contributing to business growth.
- Led, trained, and mentored team members through task coordination, performance monitoring, and knowledge sharing to improve productivity and service quality.
- Collaborated with cross-functional teams and colleagues across all organizational levels, fostering a collaborative work environment while continuously learning from experienced professionals.
- Prepared accurate sales and operational reports, monitored organizational performance, and supported data-driven decision-making to improve operational efficiency.

Communication and Interpersonal Skills

Communication & Interpersonal Skills

Demonstrated excellent communication and interpersonal skills through effective customer relationship management, professional complaint handling, team collaboration, conflict resolution, and cross-functional coordination, contributing to improved customer satisfaction and operational efficiency.

Projects

Smart Business Operations & Auto Reporting System 2026-04-01

Role: Project Lead | System Designer & Developer

Description Designed and developed an automated business operations and reporting system using Google Sheets and Google Apps Script . The system streamlines sales tracking, operational monitoring, profit & loss reporting, and business analytics through real-time dashboards and automated reports, enabling faster and more accurate decision-making.

Key Highlights

- Developed an interactive Business Intelligence dashboard with real-time KPIs.
- Automated daily and monthly sales, profit & loss, and operational reports.
- Built district-wise, showroom-wise, SKU-wise, and date-wise sales analytics.
- Integrated order, delivery, cancellation, exchange, and courier performance tracking.
- Reduced manual reporting and improved operational efficiency through automation.

Technologies: Google Sheets, Google Apps Script, Dashboard Design, Business Intelligence (BI), Data Analysis, Reporting Automation

ERP Team Performance & KPI Management System 2026-04-01

Role: Project Lead | System Designer & Developer

Description Designed and developed a centralized ERP-based Team Performance & KPI Management System using Google Sheets and Google Apps Script . The system automates team performance tracking, order monitoring, KPI evaluation, and sales reporting by providing real-time insights into individual and team productivity. It enables managers to monitor daily, weekly, and monthly performance, helping improve operational efficiency and data-driven decision-making.

Key Highlights

- Automated daily, weekly, and monthly performance tracking for all team members.
- Monitored individual order counts, order sources, delivery, cancellation, return, and conversion performance.
- Built KPI and target tracking to evaluate employee productivity and achievement.
- Generated channel-wise and team-wise sales reports (Website, Facebook, WhatsApp, etc.).
- Developed leaderboards, rankings, and performance dashboards with real-time analytics.
- Enabled managers to identify top performers, monitor risks, and support data-driven team management.

Technologies: Google Sheets • Google Apps Script • ERP Dashboard • KPI Monitoring • Performance Analytics • Sales Reporting • Data Visualization

Language Skills

Englis, Bangl,english

Digital Skills

Microsoft Office, Adobe Photoshop, Adobe Illustrator, Problem Solving & Decision Making, Process Automation, AI and communication platforms (Gmail, Microsoft Teams, Zoom, ChatGPT, Gemini,), Time Management, Microsoft Excel (advanced analysis), Communication & Collaboration: Team Coordination, Client Interaction, Professional Reporting, Microsoft PowerPoint (Presentation Design, Slide Layouts, Animations), Customer Relationship Building, Social media management, Process Automation (Excel, AI), AI Productivity Tools (ChatGPT, Gemini, Microsoft Copilot), Business Operations Management, Report Automation, Google Sheets & Google Apps Script

Hobbies and Interests

Hobbies & Interests

Enjoy traveling to explore new places and cultures while continuously learning new skills and technologies. Passionate about self-improvement, problem-solving, and expanding knowledge to support both personal and professional growth.