





Mohammad Saif Ullah

Customer Service Representative

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 2104/185 Broadway, Ultimo NSW 2007
paragraph text

Experienced Business Development Manager at a packaging company, skilled in driving growth through strategic vision and operational excellence.

Currently studying at the University of Sydney, pursuing Bachelors in Economics.

Language

- **English**
- **Bangla**
- **Arabic**

RELEVANT SKILLS

- **Critical Thinking**
- **Adaptability Customer**
- **Handling Skills Active**
- **Listening Punctuality**
- **Customer Service Excellence**

EXPERTISE

- **Creativity**
- **Digital Marketing**
- **Negotiation Critical**
- **Thinking Leadership**
- **Teamwork**
- **Computer Literacy**
- **Data Analyzing**
- **Social Media Management**
- **Management Skills**

WORK EXPERIENCE



Customer Care Assistant Point Parking, Sydney, Australia January 2024 – Present

- **Resolve Customer Inquiries:** Efficiently handled parking-related questions and concerns via a 24-hour control room, ensuring customer satisfaction.
- **Deliver Exceptional Service:** Maintained high standards of service in high-volume car park environments, enhancing the overall customer experience.
- **Utilize Advanced Technology:** Operated and monitored access control systems to manage car parks remotely, ensuring smooth operations.
- **Communicate Effectively:** Collaborated with customers and team members to address complaints, provide guidance, and manage transactions.

**Business Development Manager
Plypackaging PVT, Dhaka, Bangladesh
2018 – 2024**

- **Expanded Market Reach:** Identified opportunities and implemented strategies to drive growth and revenue.
- **Client Relationship Management:** Built and maintained strong client partnerships for sustained business success.
- **Cross-Team Collaboration:** Worked with teams to optimize product offerings and improve operations.
- **Market Analysis:** Monitored trends and competitor activities to inform strategic decisions.
- **Sales Leadership:** Developed and executed sales plans, achieving targets and negotiating favorable contracts.

**Customer Service Associate
Teriyaki, Dhaka, Bangladesh
2021 – 2022**

- **Deliver Exceptional Service:** Greeted and served guests efficiently, ensuring a positive dining experience.
- **Order Management:** Accurately took and processed food and beverage orders.

EDUCATION HISTORY



South Breeze School

O'Levels May 2020-June 2021 A'Levels May 2022-June 2023

University of Sydney

Bachelor of Economics 2024-