



# MD BELAYET HOSSEN

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## CAREER SUMMARY:

Over 2 years as a senior customer experience executive at BDSHOP.COM, specializing in customer satisfaction, social media management, problem solving, ecommerce operations and process improvement. Previous experience in web design with strong skills in wordpress and responsive design. Proficient in effective communication, team collaboration, and time management.

## CAREER OBJECTIVE:

To secure a challenging position in a reputable organization where I can utilize my skills and knowledge to contribute to the company's success while advancing my career through continuous learning and professional growth.

## WORK EXPERIENCE

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### **Social Media & E-commerce Project Manager** (June 2024 – August 2025)

#### **Fastrack Bangladesh** (Sister concern of BDSHOP.COM)

- **Website Design and Business Management:** Designed fastrackbd.com website using WordPress, Elementor and uploaded 400+ products, processed over 1000 orders within one year.
- **Social Media Management:** Taking beautiful photos, reels of Fastrack, Titan, Casio Watches and publishing & scheduling content for Facebook and Instagram. Replying to comments on Facebook posts, and responding to customer queries via Meta inbox and WhatsApp Business.

### **Customer Experience Executive** (Feb 2023 – August 2025)

#### **BDSHOP.COM** | Dhaka, Bangladesh

- **E-commerce Operations:** Communicating with customers to process orders, performing upselling and cross-selling, and providing solutions via call or message when customers face any issues. Also responsible for shipment follow-up and preparing monthly sales reports.
- **E-commerce Product Content:** I write SEO-friendly product description for all products on the website and upload the products. I also manage product pricing and stock on the website.
- **Social Media Management:** Creating and publishing engaging content for Facebook and Instagram. Replying to comments on Facebook posts, and responding to customer queries via Meta inbox and WhatsApp Business.

### **Junior Web Designer** (June 2021 - Dec 2022)

#### **Sozeeb WebX** | Dhaka, Bangladesh

- Designed over 20 international business, ecommerce, portfolio websites using WordPress, Elementor.

EDUCATION

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**Bachelor in Social Science (BSS) - Political Science (2023)- CGPA: 3.44**  
Jagannath University, Dhaka (Bangladesh)

**Higher Secondary School Certificate (HSC) (2019)- GPA:5.00**  
Rangpur Govt. College, Rangpur

**Secondary School Certificate (SSC) (2017)- GPA:5.00**  
Madhyashila ML High School, Parbatipur, Dinajpur

CERTIFICATIONS

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<b>MBA Diploma -2025</b>	<b>Academy Europe Open University</b>
<b>Customer Experience for Business Success-2024</b>	<b>HP Life</b>
<b>UI/UX Guided Program – 2023-2024</b>	<b>Ostad</b>
<b>Google UX Design Professional Certificate - 2023</b>	<b>Coursera</b>
<b>SEO Content Writing - 2022</b>	<b>Ghoori Learning</b>
<b>WordPress Web Design &amp; Development - 2020</b>	<b>SoroBindu</b>
<b>Office Application Certificate (6Months)- 2017</b>	<b>Bangladesh Technical Board</b>

ACHIEVEMENTS

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**National Math Olympiad (Bronze Medal)- 2019**      **Dutch Bangla Bank Limited**

SKILLS

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Customer Experience|E-commerce Operations | Social Media Management |Social Media Marketing | Tele Sales |Ai Prompt Writing |MS Excel & G-Sheet| MS Word & G-Docs |Slides Making| Web Design | Figma | Video Editing| WordPress Web Design and Development| CSS3| HTML5| Team Management| Project Management | Communication | Leadership | Time Management | Adaptability | Problem Solving| Teamwork | Creativity.

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I, Md Belayet Hossen solemnly declare that all the information mentioned in this document is free of errors. I hereby declare that all the information contained in this resume is in accordance with facts or truths to my knowledge. I take full responsibility for the correctness of the said information