

# Md. Hedayetul Islam Chowdhury

Corporate Professional | MBA & BBA



## Contact Info

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- House No 134, Road No-9/2, Block- E, South Banasree, Khailgoan, Dhaka -1219

## Educational Qualification

MBA in Accounting  
Government Bangla College  
Appeared Year: 2022

BBA in Accounting  
Prime University  
3.25 Out of 4.00 Year: 2019

BBS in Accounting  
Government Titumir College  
2.90 Out of 4.00 Year: 2017

**Higher Secondary Certificate**  
Dhaka Eastern College  
Business Studies  
G.P.A-3.63(out of 5.00) Year: 2014

**Secondary School Certificate**  
Bishnupur High School  
Business Studies  
G.P.A-2.38 (out of 5.00) Year: 2011

## Computer

- MS Word, Excel & PowerPoint
- Adobe Photoshop

## Career Objective

To secure a dynamic corporate role in a reputable organization where I can leverage my expertise, qualifications, and experience to drive growth and operational excellence, while advancing rapidly with increasing responsibilities.

## Career Summary

Dedicated and results-driven professional with over 7 years of experience in visa application management and client relationship building. Demonstrates expertise in documentation verification, embassy compliance, and quality assurance, ensuring streamlined processes and high accuracy. Skilled in proactive problem-solving, workflow optimization, and adapting to policy changes, with a strong focus on enhancing customer experience. Known for attention to detail, exceptional organizational skills, and the ability to work collaboratively, consistently meeting deadlines and maintaining high service standards. A reliable team player, committed to delivering efficient and compliant solutions in a dynamic environment.

## Job Experience

**Assistant Manager** (Jan 2018 – Dec- 2024)  
AL- Haramine Overseas, RL-1116

### Core Functions:

- Streamline visa applications to enhance accuracy and timeliness.
- Oversee work visa submissions, ensuring prompt, accurate completion.
- Verify documentation thoroughly, ensuring embassy standards.
- Provide client updates, enhancing transparency and communication.
- Address client inquiries, fostering supportive, client-focused interactions.
- Ensure application compliance with current embassy guidelines.
- Manage document submissions, maintaining efficiency.
- Proactively resolve application issues, boosting approval rates consistently.
- Maintain accurate records, supporting streamlined document accessibility.
- Conduct process audits to ensure high-quality service standards.
- Monitor policy changes, adapting processes for embassy compliance.
- Guide clients through application stages, ensuring understanding and ease.
- Optimize application timelines, improving submission turnaround rates.
- Collaborate with embassy contacts, ensuring seamless submission procedures.
- Enhance customer experience, leading to improved client satisfaction.
- Develop efficient workflows, minimizing errors in visa processes.

Skill

- Communication
- Attention to Detail
- Adaptability
- Organizational Skills
- Time Management
- Problem Solving
- Teamwork

Language

- Bengali: Native
- English: Working Proficiency

Personal Info

**Father Name:** Abu Taher Chowdhury  
**Mother Name:** Rahana Akter  
**Birth:** 01<sup>st</sup> January, 1994  
**Nationality:** Bangladeshi  
**Marital Status:** Unmarried  
**Religion:** Islam  
**Sex:** Male  
**Height:** 5 feet 6 inch  
**Weight:** 65 Kg

**Permanent Address:**  
Vill: Chandola, Chowdhury Bari,  
P.O: Kutirhat, P.S: Sonagazi,  
Dist.: Feni.

Achievement:

- Strengthened client trust through transparent, proactive communication.
- Maintained high compliance with evolving embassy requirements.
- Boosted client satisfaction by streamlining visa application process.
- Improved document accuracy, achieving consistent high approval rates.
- Built strong client relationships through responsive communication efforts.
- Successfully minimized delays, ensuring timely application processing.
- Increased visa approval rate by 20% over two years.
- Reduced document processing time by 15%, improving efficiency.

Expertise

- Visa Application Management
- Documentation Verification
- Embassy Compliance Knowledge
- Client Relationship Building
- Proactive Problem Solving
- Process Streamlining
- Policy Adaptation and Monitoring
- Record Keeping Accuracy
- Quality Assurance Auditing
- Workflow Optimization
- Customer Experience Enhancement

Reference

Md. Main Uddin  
Director, Marketing  
House Stone Ltd.  
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Saif Uddin Sumon  
DGM (cement & Coal), Sales,  
Marketing & Distribution  
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