



# Rijaul Islam

## SUMMARY

Knowledgeable Assistant Manager and Recruiter dedicated to improving procedures for file movements, eliminating unnecessary storage and maintaining information safe and secure. Verifies documents, researches problems and implements effective solutions. Energetic and reliable Office Management skills at working with diverse groups of people. Strong track record of motivating teams to achieve project goals. Expert at administrative processes and office procedures.

## EXPERIENCE

**May 2024- Present**

**Placement Officer Cum Manager Valeur Fabtex Private Limited I Assam**

March 2023 – Jan 2024

**Placement Officer KGRES., DDUGKY Project | Meghalaya**

January 2021 – Dec 2022

**HR Coordinator Assistant Manager NEI Consulting Pvt. Ltd. | Guwahati**

April 2018 – June 2020

**Accountant S.K Engineering Enterprise | Guwahati, India**

February 2017 – March 2018

**Computer Operator S.K. Engineering Enterprise | Guwahati, India**

November 2014 – January 2016

**Customer Support Executive Vodafone | Guwahati, India**

May 2013 – October 2014

**Retail Sales Associate Big Bazar | Guwahati, India**

## EDUCATION

2018

**Professional Diploma in Computer Application | IT  
AMTRON, Guwahati**

2016

**Bachelor in Commerce | Management  
Icon Commerce College, Guwahati**

2013

**H.S | Commerce  
Gurukul Grammar Sr. Secondary School, Guwahati**

## DECLARATION

I do hereby declare that the above resume describe my qualification and myself to best of my knowledge and belief.

Date: 13th August, 2024

*Rijaul Islam*

Date of Birth: 14<sup>th</sup> August, 1992

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Guwahati- 781032

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## SKILLS

- Product and service knowledge.
- Customer rapport
- Recruitment and hiring
- Management skills
- Customer relationship building.
- General office administration.
- Problem-solving.
- Communication Skills.
- Work under pressure, honesty, dedication and confidence.

## CERTIFICATIONS

- Achievement Certificate by Late. A.P.J Abdul Kalam.
- Awarded with a number of merit certificate at School & College level in Carrom Competition, Quiz Competition, etc.

## Language Known

English, Hindi, Assamese

## **EXPERIENCE IN BRIEF**

### **PLACEMENT OFFICER I Valeur Fabtex Private Limited, Assam.**

**May, 2024- Present**

- Placement of trained students in Local and Pan India Location. Tracking details on every month basis for three months. Collection of Documents on Placement and Making successful placement videos.
- Uploading datas on Portal and ensuring work done according to the requirements.
- Grooming Students for interviews, Counselling for job opportunities, scheduling interviews, etc.

### **PLACEMENT OFFICER | KGRES., DDUGKY, Meghalaya.**

**March, 2023- January, 2024**

- Maintain the Documents related with pre and post placement
- Corporate Tie-ups for student placements
- Responsibility of achieving placement targets for DDUGKY Center/PMKK Center Develop & monitor the SOP to periodically check suitability of candidates undergoing training.
- Counselling of candidates on job opportunities and career building. Identify opportunities national and local as per his center requirement Identify local opportunities for on the job training and ensure candidates joining and completing OJT (on job training).
- Organize interviews/Campus drive/Job Fairs at the centers/districts for candidate placements.
- Ensure joining of candidates after selection. Collection and regular submission of mandatory documents pertaining to candidate retention in job as per the scheme.
- Ensure periodic / timely update of placement portals. Tracking candidates on monthly basis for period of 6 months.
- Constant research on job trends to gather specific information about employers' requirements.
- Regularly attend meetings with employers and built relationship on the basis of feedback.
- Need to undertake additional responsibilities from time to time based on the organizations needs.
- Maintaining a constant interaction with top industry managers across the leading companies
- Driving tie-ups with top-notch companies for manpower / training requirement.
- Tracking the performance of our candidates working in the various companies for checking their attendance, collecting placement documents and taking feedback.

### **HR CO-ORDINATOR ASSISTANT MANAGER | NEI Consulting Pvt. LTD., Guwahati, Assam.**

**January, 2021- December, 2022**

- Manage hard and digital copies of employee records.
- Assist with the recruitment process of candidates.
- Manage the administrative process for interviews, meetings, HR events, and campaigns.
- Conduct training sessions and seminars.
- Update records of new and existing staff.
- Collaborate with the entire human resource team.
- Assist with internal and external human resource inquiries from employees.
- Assist with employee performance reviews.
- Track the hiring status of candidates using the company's human resource information system (HRIS).
- Conduct background checks on new employees.

## **COMPUTER OPERATOR CUM ACCOUNTANT | S.K Engineering Enterprise., Guwahati.**

February, 2017- June, 2020

- Determining a sequence of operations by studying production schedules.
- Performing defined tasks as per company processes.
- Maintaining incident logs for any issues that arise.
- Preparing any equipment that is needed for day-to-day operations by accessing various different forms of software.
- Making appropriate changes to any documentation, as and when needed.
- Continuously monitoring and reacting to IT operations schedules.
- Maintaining and supplying inventory by regularly checking stock levels to determine the overall inventory level.
- Posting journal entries, updating financial statements, maintaining accounts receivable and accounts payable, paying monthly payroll, and preparing financial reports.

## **CUSTOMER SUPPORT EXECUTIVE | Vodafone., Guwahati, Assam.**

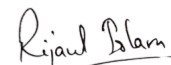
November, 2014- January, 2016

- Address customer questions, provide information, and offer solutions to resolve problems or complaints. For example, troubleshooting technical issues, explaining product features, or guiding customers through processes.
- Listen attentively to customer complaints, empathise with their concerns, and take appropriate steps to resolve the issues effectively. They may escalate complex problems to higher-level support or management if necessary.
- Guide customers on how to use a product or service effectively. For instance, provide instructions, demonstrate features, or suggest best practices to improve the customer's experience.
- Maintain accurate records of customer interactions, including the details of inquiries, resolutions, and any follow-up actions taken.
- Collaborate with other teams within the organisation, such as technical support, sales, or product development, to ensure prompt and efficient resolution of customer issues.
- Provide customers with a positive and personalised experience, promoting customer loyalty and retention.
- Manage the customer representative department, train the juniors on understanding the behaviour of clients and keep a good tone.
- Monitor the performance of the team.
- Develop guidelines for customer support aligning with the company's objectives.

## **RETAIL SALES ASSOCIATE | Bigbazar, Guwahati, Assam.**

May, 2023-October, 2014

- Greet customers as they enter the store.
- Answer customer questions and assist with requests.
- Execute purchases and returns at the cash register while checking for accuracy.
- Restock and organize merchandise on the sales floor.
- Resolve customer complaints and issues in a timely and professional manner.

  
Signature