

Ariful Goni (Aarhan)

Passionate, dedicated, team-player, cooperative & has the desire to win to achieve the highs of career.



EXPERIENCE

Rakuten, Viber, Dhaka— *Manager, Development & Growth*

April 8, 2019 – Continuing

- Identify and prospect new partnerships across the wider media, that drive long term value, and are in-line with our Global BD strategy.
- Initiate, structure, negotiate and close partnership deals.
- Identify and implement specific local marketing initiatives that will drive Viber usage in the market.
- Build and sustain strong relationships with business decision makers and internal stakeholders.
- Update Global BD team on current partnerships and pipeline.
- Manage all partnership reporting to generate insights and learnings for each campaign.
- Disseminate key learnings to relevant teams and make recommendations to support future success.
- Regularly share consumer and market insights that can be used to attract a good number of clients.
- Business Intelligence and Analysis.

Robi Axiata Limited, Dhaka— *Officer, International Business & Development.*

October 2017 – March 2019

- Developing fruitful relationship with all the International Telecommunication Vendors in terms of providing uninterrupted Robi International Roaming services all over the world.
- Looking after the operation of Amex Lounge, Robi IR team.
- Generating revenues through City Bank, Amex Lounge Robi IR team.
- Cooperating with the D.M.P. & CAAB team in order to expedite the process for acquiring Police Clearances for Robi Amex Team & SSD team.
- Introducing new ideas and offers for the IR clients in order to run the business at the Amex Lounge, keeping companies best interest in mind.
- Keeping healthy relationship with the City Bank hierarchy for having uninterrupted and fruitful affiliation in the future.
- Assisting Service Agents to achieve monthly targets.
- Business Intelligence and Analysis.
- Maintaining FOC kits, EL materials, Stock, WEBSAP, STS and Keeping those up to date.
- Optimizing fruitful results and running the operation by keeping the company's interest and goals in mind.
- Market trend analysis and forecasting.
- Strategic planning and Design.
- PC and MS Office proficient.
- Excellent communicator.
- Selecting new recruits for the Amex IR team through Interviewing and analyzing their track-records.
- Executing plans to reach monthly targets,
- Reviewing revenue disposals and take necessary steps to implement new ideas.
- Handling key corporate clients and nailing down key business deals.
- Monitoring the entire operation of Robi Axiata Limited by helping out Managers and Specialists.
- Devising Strategic Plans to Expand Sales.
- Identifying Benefits of Products and Services from the Customer Perspective.
- Setting Goals & Developing Action Plans.
- Training personnel and helping team members develop their skills.
- In-depth knowledge of the industry and its current events.
- Able to provide quality leadership to a large team of sales & marketing team.

Madani Avenue
Natun Bazar, Vatara, Gulshan - 1212
(880) 1841000599
(880) 1841000590
arifulgoni517@gmail.com
www.facebook.com/arif22
www.linkedin.com/in/ariful-goni-a54891a9/

SKILLS

- Business Research
- Business Development
- customer support
- International Banking
- International Affairs
- Financial/ Banking service
- Customer Support/ Client Service
- Retail Management
- Risk Management
- Product & Development
- Planning & Developing
- International Relations and Business Coordination
- Microsoft Office

AWARDS

Top performer: Among whole Robi IR team while being the Incharge of Robi IR Amex, HSIA Team.

NPS Warrior: Successful completion of NPS project & most customer centric employee while being in the Customer Experience Team.

Best Employee: Robi Axiata Ltd on the basis of achieved monthly KPI & Yearly Performance.

Blackfox Digital, Dhaka— *Analyst (Business Development & Digital Marketing)*

March 2017 - September 2017

- Maintaining Client relationship all over the world
- Nailing down key business deals
- Trainer Development Initiative
- Promoting Strategic Module
- Leading A Team of 40 employees

Recruitment Manager

- Career counseling to the candidates
- Conducting candidates' interview to know about their ability and efficiency
- Understanding candidates' interest and requirement before appointing
- Keeping touch with clients from different organizations in order to stay updated with the current market condition and analyzing the financial aspects of the Company.

HSBC Bank, Dhaka— *Assistant to Commercial Banking Manager*

October 2016 - February 2017

- Coordination of Event (Head Support Member)
- Data Reporting
- Planning and scheduling meetings
- Analyzing the key meeting points
- Implementing commercial banking activities as per command from the CMB.
- Training and Coordination
- Report Analysis
- Maintaining Standard Service Guideline

Standard Chartered Bank, Dhaka— *Cards Associate*

March 2015 - September 2016

- Client Service Solution
- Customer Insights
- Promoting SCB Cards Service & Offers
- Achieving Sales Target
- Arranging Training for New Recruits

Softcell Technologies, Dhaka— *Project Head*

February 2013 - February 2015

- Proactively aware/inform customers regarding our products/service
- Conducting Sale through inbound and outbound service agents
- Capture customer insights and escalate critical issues / complaints and provide timely feedback
- Maintain targeted KPI on a regular basis

Banglalink, Dhaka— *Team Leader*

February 2012 - January 2013

- Trainer Development Initiative
- Capture customer insights and escalate critical issues / complaints and provide timely feedback
- Maintain targeted KPI on a regular basis

EDUCATION

Melbourne Metropolitan College, Melbourne – *Post Graduation Diploma in Supply Chain & Procurement Management*

2019

Marks Obtainer 97%

Grade: A

LANGUAGES

Bangla: Native

English: IELTS (8.5), 2016

PROJECTS

NPS — Customer Centricity

The Net Promoter System-NPS is a customer loyalty metric under which explores the initiatives to focus & implement the customer satisfaction process.

TRAINING & WORKSHOP

Business Communication &

Leadership Skills:

5th July, 2019

KPI Based Performance

Management System:

3rd May, 2019

Effective Negotiation

Skills:

April 5th, 2019

Innovate for Bangladesh:

September 2018

National Young

Entrepreneurs' Conference, 2017:

28th July, 2017

Extra-Curricular Activities

Underground Football Player

CEO at The Nineties Events

Lead Vocal & Bass Guitarist

Coordination of Event

Winning Attitude

Business Intelligence

Closing Deals with Prospects

Client Engagement & Relationship

Devising Strategic Plans to Expand Sales

Identifying Benefits of Products and Services from the Customer Perspective

Negotiation

Pleasant and Engaging Demeanor

Taking Initiative

Tracking Industry Trends

Working Under Deadline Pressure

Australian Institute of Strategic Leadership & Business Management, Melbourne – *Post Graduation Diploma in Human Resource Management*

2018

Marks Obtained: 96%

Grade: A

Institute of Business Administration (IBA), Jahangirnagar University, Savar — *Bachelors of Business Administration*

2016

Finance

CGPA : 3.94

Milestone College, Dhaka — *Higher Secondary Certificate*

2011

Science

GPA : 5.0

Talna High School, Dhaka— *Secondary School Certificate*

2009

Science

GPA : 4.50

Personal Details

Father's Name	:	MD. Osman Goni
Mother's Name	:	Mrs. Parveen Akter
Date of Birth	:	June 29, 1994
Gender	:	Male
Marital Status	:	Unmarried
Nationality	:	Bangladeshi
National Id No.	:	19942693622001022
Religion	:	Islam
Permanent Address	:	Madani Avenue, Natun Bazar, Nayabari, Vatara, Gulshan, Dhaka – 1212

Reference

1. Azadul Ahsan	2. Ashraful Goni
Specialist, Market Operation	Relationship Manager
Robi Axiata Limited	Shop-Up Bangladesh
Contact: (880) 1819310093	Contact: (880) 1724982449