Syed Kamrul Islam

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**Career Objective:** To develop my career as a faculty member and as an executive leader in a positive and competitive environment. I am willing to take new challenges for improving my teaching, managerial and organizational skills with responsibility

**Higher Education:**

**MBA**

Webster University, Missouri, U.S.A

CGPA: 3.70/4.00

Graduation Date: August 11, 2001

**BBA** (Marketing & Management)

Washburn University, Kansas, U.S.A

CGPA: 3.55/4.00

Graduation Date: May 16, 1996

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**Skills and Attributes:**

* Excellent analytical ability and communication skills
* Outstanding teaching, training, management and counseling skills and a high aptitude for learning
* Have natural people skill and a leader with positive attitude
* Professional with many international management exposure
* Great problem solving ability and remain calm under pressure
* Expert in MS Office Suite and SPSS software
* Strong command over English and a real team player in a diverse workforce

**Employment History:**

(**May 2003 – Present**) Served as a Senior Lecturer in the Dept. of Marketing and International Business, SBE, North South University, Dhaka, Bangladesh

**Responsibilities:**

• Teach Marketing Research, Services Marketing, Consumer Behavior,

International Marketing and conduct researches to be published in

internationally reputed journals and conferences

• Counsel students with their academic needs and help with their career

development

• Design course curriculum, grade exam papers, assignments and projects

• Establish relations with different companies for intern placements

• Supervise interns and teaching assistants with their assignments

* Periodically hold meetings, workshops, seminars for continuous improvement of the whole institution
* Involves faculty members, staffs, students, alumni, trustees, advisory boards –all stakeholders in the process for institutional self-improvement

• Additionally, served as **Proctor** to maintain and restore campus

discipline from February 2015 to present

(**December 2001 – January 2003**) Served as a Senior Collection Consultant for Citi Group Canada Inc. London, Ontario, Canada

**Responsibilities:**

• Secured customer’s confidential database for collection purpose

• Planned collection target for Citi Bank’s MasterCard defaulters

• Diligently and faithfully serve Citi Cards and promote the interest of the

company

• Met the challenges of performance standards and objectives of the company

• Handled customer complaints and helped customers with their needs

(**May 1998 – November 2001**) Employed as a Customer Service Supervisor for GTE (present Verizon), Kansas, U.S.A, a leading provider of telecommunication services.

**Responsibilities:**

• Supervised sales and customer service team for GTE, a multibillion dollar

leading telecommunication company in the Midwest.

• Trained newly hired teams and was responsible for both class and on the job

training and coaching

• Tailored customers’ communication needs

• Consultative selling of communication packages to different clients

• Coordinated with other departments to generate more sales and sales jumped

ninety two percent during the time of my employment years

**Research Publications:**

Nurunnabi, M. and Islam, S.K. (2012) "Accountability in the Bangladesh Privatized Health Care Sector" "International Journal of Health Care Quality and Assurance (IJHCQA), Vol. 25, No. 7.

**Conference Proceedings:**

"*A Proposed Population Policy for Sustainable Development*” 3rd Annual Global Business Management Forum (GBMF), U.S.A, December 23, 2010

“*Impact of Global Recession and Possible Remedies for Bangladesh*” 2nd Annual Global Business Management Forum (GBMF), U.S.A, December 23, 2009

**Activities and Hobbies:**

* Achieved Deans’ honor roll and scholarships throughout my academic years
* Self financed 60% of the entire higher education without any family support
* Volunteered many socio-cultural programs and events.
* Active member of governing board and teacher selection committee of Syed Arshad Ali & Saburannesa Girls College, Khulna, Bangladesh
* Like to travel around the world, play tennis, basketball, and badminton

**References:**

* Prof. Dr. Gour Gobinda Goswami, Vice Chancellor (in-charge) and Treasurer, Professor of Economics, North South University [gour@northsouth.edu](mailto:gour@northsouth.edu)
* Prof. Dr. Jashim Uddin Ahmed, North South University [jashim@northsouth.edu](mailto:jashim@northsouth.edu)