

MD AMINUL ISLAM MONIR

Operations & Business Development Professional

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PROFESSIONAL SUMMARY

Dynamic and results-driven Operations & Business Development Professional with a Bachelor's degree in Economics from Jagannath University. Founder and Operations Manager of Subgen Agency, successfully serving 400+ individual and 20+ corporate clients over five years. Currently contributing to government digital transformation initiatives as a Data Entry Operator at the Income Tax Office, where exceptional accuracy and productivity have earned consistent top performance rankings. Proven expertise in operations management, project coordination, client relationship management, stakeholder engagement, and team leadership — with a strong track record of delivering measurable impact across entrepreneurial and organizational settings.

CORE COMPETENCIES

Operations & Management

- Operations Management
- Project Management
- Project Coordination
- Administrative Support
- Reporting & Documentation

Business & Client Relations

- Business Development
- Client Relationship Management
- Customer Relationship Management (CRM)
- Stakeholder Engagement
- Business Communication

Leadership & Technology

- Team Leadership
- Data Management
- MS Office Suite
- AI Productivity Tools
- English & Bangla Typing

PROFESSIONAL EXPERIENCE

Income Tax Office

February 2026 – Present

Data Entry Operator (Outsourced Assignment)

Dhaka, Bangladesh

Responsibilities:

- Digitized income tax records by transferring data from physical documents into government online systems.
- Maintained data accuracy while processing and updating taxpayer information in compliance with office requirements.
- Reviewed tax documents for completeness and consistency prior to final submission.
- Performed data entry activities in accordance with assigned guidelines and regulatory standards.

Achievements:

- Successfully completed and submitted 3,000+ income tax returns through double-entry verification with a high accuracy rate.
- Provided practical guidance and on-the-job training to newly assigned team members to support workflow efficiency.
- Achieved top weekly performance rankings multiple times based on productivity and completion targets.

Subgen Agency

January 2021 – February 2026

Founder & Operations Manager

Dhaka, Bangladesh

Responsibilities:

- Founded and managed an SMM service agency, building end-to-end operations from client acquisition through service delivery.
- Managed business meetings, requirement analysis, project planning, and quality-controlled service delivery for 400+ individual and 20+ corporate clients.
- Conducted negotiations and meetings with business owners and senior organizational representatives.
- Coordinated multiple concurrent projects while maintaining quality standards and on-time delivery.

- Built long-term client relationships through effective communication and proactive stakeholder management.

Achievements:

- Successfully served more than 400 individual clients and delivered tailored services to over 20 corporate clients.
- Developed sustainable long-term client relationships through consistent service quality and customer satisfaction.
- Grew the agency from inception to an established SMM service provider operating for 5+ years.

EDUCATION

Bachelor of Social Science (BSS) in Economics

Jagannath University, Dhaka

Graduated: 2022

Higher Secondary Certificate (HSC)

Ghatail Cantonment Public School & College

2016

Secondary School Certificate (SSC)

Ghatail Gano High School

2014

PROFESSIONAL TRAINING & CERTIFICATION

Computer Office Application (90-Day Training Program)

Bangladesh Technical Education Board (BTEB)

BTEB Certified

LEADERSHIP & EXTRACURRICULAR ACTIVITIES

Team Leader – Customer Advocacy

January 2019 – December 2019

Volunteer Crisis Coordination Initiative

- Led support activities for approximately 20,000–30,000 affected customers during a major e-commerce platform crisis.
- Organized and triaged customer complaints; maintained active communication with company representatives to facilitate resolution.
- Assisted customer fund recovery efforts through stakeholder coordination, teamwork, and structured escalation processes.
- Demonstrated effective crisis management, leadership, and communication skills under high-pressure conditions.

General Secretary

2021-2022

Tangail Student Welfare Association, Jagannath University

- Coordinated and managed nearly 100 student events and community engagement activities throughout the academic year.
- Led welfare programs and large-scale student initiatives, fostering a collaborative and inclusive academic environment.
- Demonstrated organizational leadership, event management, and stakeholder coordination abilities.

ADDITIONAL INFORMATION

Languages

- Bangla: Native Proficiency
- English: Professional Working Proficiency

Computer Skills

- Microsoft Word, Excel, PowerPoint
- Digital Operations & Internet Research
- AI Productivity Tools