

# Md Shamsul Arafin

*Administrative & Secretarial Professional · Multilingual · Based in Dresden*

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## PROFILE

Computer Science graduate and experienced administrator with over a decade of experience across operations management, customer care, business communication, and IT. Native Bengali speaker, fluent in English (B2), with conversational Polish and basic German. Proven record of managing schedules, coordinating teams and events, handling sensitive communication, and delivering reliable administrative support. Resident in Dresden with full German work authorization (valid to 2028). Seeking to serve as Assistant / Social Secretary to His Excellency the Ambassador with discretion, diligence, and multilingual capability.

## RELEVANT STRENGTHS FOR THIS ROLE

<b>Secretarial &amp; scheduling</b>	Years of managing schedules, supplier and client appointments, and daily operations as a branch manager and business owner. Comfortable organising the calendar and programmes of a senior principal.
<b>Administration</b>	Document management, record-keeping, reporting, correspondence, and data handling across multiple roles.
<b>Public communication</b>	Customer-care supervisor managing 100+ representatives; daily front-line communication with the public and external stakeholders.
<b>Translation &amp; interpretation</b>	Native Bengali, fluent English (B2). Able to translate and interpret between Bengali and English; conversational Polish; basic German.
<b>Computer skills</b>	Excellent IT proficiency well beyond standard office needs — MS Office (Word, Excel, PowerPoint, Outlook), email and data management, Google Workspace, Zoom; professional background in software and web development.
<b>Eligibility</b>	Resident in Germany with full work authorization (eAT valid to 10/2028). No sponsorship required. Available to start as agreed.

## WORK EXPERIENCE

### **Branch Manager & Operations (Customer Care)** **04/2023 — 05/2026**

*Mast Kebab Sp. z o.o. (32-branch chain) · Poland*

- Managed daily operations of a high-traffic branch, including scheduling, staffing, and customer care.
- Promoted twice within 12 months from entry level to branch manager — recognised for reliability and fast learning.
- Handled cash management, supplier coordination, inventory, and compliance with hygiene standards.
- Resolved customer issues directly and maintained service quality during peak periods.

### **Founder & Managing Director** **2015 — 2022**

*ShopnoSoft Ltd. (software & web services company — now closed) · Dhaka, Bangladesh*

- Founded and led a software and web-development company; managed clients, projects, and a small team.
- Oversaw business communication, client relationships, project delivery, and day-to-day administration.
- Acted as first point of contact for clients and head of technical support.

## Co-Founder

2016 — 2021

*Shadow Media & Communication (digital agency — now inactive) · Dhaka, Bangladesh*

- Co-founded a digital media and communications agency.
- Managed client communication, marketing projects, and team coordination.

## Branding & Marketing Lead

11/2018 — 02/2019

*PriyoShop.com · Dhaka, Bangladesh*

- Led branding and marketing initiatives, and supported IT and customer-care operations.

## Customer Care Supervisor (Shift In-Charge)

11/2010 — 11/2011

*Banglalion WiMAX · Dhaka, Bangladesh*

- Supervised a shift team of 100+ customer-service representatives.
- Handled escalations, monitored performance and reported metrics, supported hiring and training.
- Strong grounding in public communication, professionalism, and team coordination.

## Tele Sales Supervisor / Executive (international markets)

01/2009 — 12/2009

*Fast Tech BD · 24Talk UK Ltd · Dhaka, Bangladesh*

- Managed tele-sales teams and conducted B2B outreach to USA, Canada, and UK markets in English.
- Met weekly targets; developed strong English business communication skills.

## EDUCATION & TRAINING

### BSc in Computer Science & Engineering

2013 — 2016

*Green University of Bangladesh · Dhaka*

- CGPA: 3.83 / 4.00.
- ACM-ICPC Dhaka Regional Finalist (2014, 2015); NCPC Finalist (2014, 2016).

### Android Apps Development Training

*ICT Ministry, Bangladesh*

- Government-sponsored professional training programme.

## LANGUAGE SKILLS

<b>Bengali</b>	Mother tongue — native fluency (spoken & written)
<b>English</b>	B2 — fluent professional (listening, reading, speaking, writing)
<b>Hindi</b>	A2 — conversational understanding
<b>Polish</b>	A2-B1 — conversational (3 years living in Poland)
<b>German</b>	A1 — basic, actively improving

## COMPUTER & ADMINISTRATIVE SKILLS

<b>Office &amp; admin</b>	MS Office (Word, Excel, PowerPoint, Outlook) · Google Workspace · Email & data management · Document management · Zoom · Scheduling
<b>Technical</b>	Web development · Database management · IT support & troubleshooting · Social media management
<b>Personal</b>	Discretion & reliability · Organisation & prioritisation · Communication · Teamwork · Adaptability · Works well under pressure · Quick learner

## PERSONAL DETAILS

<b>Date of birth</b>	01.08.1990	<b>Nationality</b>	Bangladeshi
<b>Place of birth</b>	Chandpur, Bangladesh	<b>Driving licence</b>	Categories A & B
<b>Work permit</b>	eAT valid to 10/2028	<b>Marital status</b>	Married

*References available on request.*