

RAGIB HOSSAIN

MSc International HRM (Merit) · CIPD Level 7
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PROFILE

Commercially minded graduate with an MSc International HRM (Merit) and CIPD Level 7, with proven experience delivering results in a high-volume Marks & Spencer retail setting. Skilled at tracking performance metrics, resolving customer issues at first contact, and keeping teams on track during peak trading. Brings a sharp commercial instinct and customer-first approach to every role.

EXPERIENCE

Customer Assistant · Marks & Spencer, Havant, UK · Mar 2025 – Present

- Delivered excellent customer service to 80–120 customers per shift, resolving 95%+ of issues at first contact and maintaining high satisfaction levels
- Assisted customers with product recommendations, actively contributing to sales during promotions and seasonal events
- Tracked weekly KPI and sales data, identifying customer trends to improve service delivery and stock decisions
- Replenished and organised 150+ products daily, maintaining 99%+ stock accuracy and strong store presentation standards
- Used digital tools including Sparks and in-store devices to handle 40+ customer queries per shift efficiently
- Collaborated with 10+ colleagues to optimise task allocation, reduce peak-period queues, and ensure smooth daily operations
- Demonstrated flexibility across tills, shop floor, and stockroom while maintaining 100% compliance with health and safety procedures

Human Resource Officer · Daraz (Alibaba Group), Dhaka, Bangladesh · Feb 2023 – Jan 2024

Talent Acquisition & People Operations

- Cut time-to-hire by 20% managing full-cycle recruitment across 30+ roles annually, keeping pipelines active and stakeholders informed
- Partnered with 5+ business units to align hiring with workforce plans, improving role-fit quality across the organisation
- Designed competency-based interview frameworks used across all seniority levels, keeping selection structured and compliant
- Cut onboarding errors by 30% by standardising documentation, offer workflows, and stakeholder communication
- Built Excel dashboards tracking time-to-hire, source effectiveness, and pipeline conversion shared monthly with senior leadership
- Collaborated with operations, finance, and leadership teams to keep day-to-day HR running smoothly across the business

Career Break – Relocation & Postgraduate Study · Jan 2024 – Dec 2024

Relocated to the UK to pursue a full-time MSc in International HRM (Merit), focusing on organisational behaviour, employment law, and people analytics.

EDUCATION

University of Portsmouth · Jan 2025 – Apr 2026

MSc International Human Resource Management (Merit)

Key modules: Resourcing and Talent Management, Global Employment Relations, Strategy and the Global Context

American International University – Bangladesh (AIUB) · Jan 2019 – Mar 2023

BBA – Human Resource Management (CGPA: 3.71)

SKILLS

Commercial & Marketing: Consumer insights, KPI tracking, campaign coordination, brand awareness, commercial acumen

People & HR: Full-cycle recruitment, talent acquisition, onboarding, workforce planning, employee relations, policy compliance

Data & Analytics: Excel dashboards, pivot tables, VLOOKUP, people analytics, performance metrics, reporting

Tech & Tools: HRIS (BioTime, FlowHCM, WFM), Microsoft Office Suite, Google Workspace, SharePoint, ATS

Soft Skills: Stakeholder management, cross-functional collaboration, attention to detail, multitasking, conflict resolution

CERTIFICATIONS & MEMBERSHIPS

CIPD Associate Member (Assoc CIPD)

ADDITIONAL INFORMATION

Eligible to work in the UK – Graduate Route (Post-Study Work Visa) · Open to relocate across the UK & Ireland · Cross-cultural experience: Bangladesh & UK