

MAHIBUL ISLAM FUHAD

Virtual Assistant & Operations Support Specialist

Dhaka, Bangladesh | +8801601204497 | m.fuadislam@gmail.com | linkedin.com/in/fuhad-islam

PROFESSIONAL SUMMARY

Virtual Assistant and Operations Support specialist with 4+ years' experience managing calendars, email, client communication, and business documentation for U.S.-based clients and companies. Supported 15+ international clients through full U.S. business setup, including EIN registration, government registrations (SAM, CAGE), and certification applications (WOSB, 8(a)). Skilled in CRM management, recruitment coordination, and cross-team scheduling using tools including HubSpot, Zoho CRM, Workable ATS, and Google Workspace. MBA-qualified with a track record of keeping multi-client operations organized and on schedule.

CORE COMPETENCIES

Calendar & Email Management • Client Communication & Coordination • CRM Management (HubSpot, Zoho) • Business Registration & Compliance (EIN, SAM, CAGE) • Document & Data Management • Meeting & Travel Coordination • Recruitment Coordination • Task & Workflow Management • Customer Support • Microsoft Office & Google Workspace

PROFESSIONAL EXPERIENCE

Freelance Virtual Assistant — Business Setup & Compliance

2020 – Present

Fiverr (Remote) — Self-employed

- Supported 15+ international clients (U.S. and global) through complete U.S. business setup, including company formation, EIN registration, and bank account setup.
- Processed U.S. government registration filings for that same client base, including SAM (System for Award Management) and CAGE code applications for government-contract eligibility.
- Prepared federal certification applications (WOSB, WBENC, HUBZone, 8(a)) on clients' behalf, expanding their eligibility for government and corporate contracts.
- Filed trademark registration and intellectual property applications for clients, safeguarding their business identity and brand assets.

Digital Marketing Manager & Executive Virtual Assistant

Jul 2021 – Jun 2022

Hire Programmers — Boulder, CO, USA (Remote)

- Organized the CEO's calendar and email correspondence, and arranged domestic and international travel and meeting logistics across multiple time zones.
- Registered a new company on the CEO's behalf, handled legal documentation, and filed annual state and government reports across the CEO's company portfolio.
- Partnered with the company accountant to file state and federal taxes on schedule every year.
- Completed trademark and copyright filings from initial application through final registration.
- Secured company registration for government bidding opportunities (DUNS, SAM, VIP, Open-Gov).
- Directed a 6-person marketing team and 2 designers, running daily progress meetings and submitting weekly reports to the CEO.
- Strengthened client relationships through regular communication and scheduled face-to-face meetings.

Temporary Virtual Recruiter

Sep 2023 (1-month contract)

The JWP Solutions — Georgia, USA (Remote)

- Ran end-to-end recruitment coordination, from job posting through offer, maintaining consistent screening and assessment standards.
- Communicated interview outcomes and extended job offers to successful candidates.

Operations Manager

Oct 2022 (1-month contract)

Global Investors Co. — Florida, USA (Remote)

- Sourced and finalized property listings and prospect deals for the team.
- Oversaw a \$500/day social ad budget across Facebook, Instagram, and Snapchat.
- Set up and operated the company's Shopify store end-to-end, contributing to a 10% increase in sales.
- Led recruitment and onboarding training for new employees.

Virtual Recruiter

Aug 2022 (1-month contract)

Paragon Global — Remote

- Posted job openings across Indeed, Upwork, PeoplePerHour, and LinkedIn, and screened 30+ candidates daily.
- Tracked applications through Workable ATS and conducted first-round candidate interviews.
- Facilitated candidate onboarding in coordination with the HR team, including new-employee orientation setup.

TECHNICAL SKILLS & TOOLS

- CRM & Business Tools: HubSpot, Zoho CRM, FreshBooks
- Recruitment & ATS: Workable ATS, LinkedIn Recruiter, Indeed
- Productivity & Collaboration: Microsoft 365, Google Workspace, Slack, Zoom, Microsoft Teams, Trello, Asana
- Marketing & Design: Canva, Hootsuite, Shopify, WordPress
- AI Productivity Tools: ChatGPT, Gemini, Claude, Microsoft Copilot, Notion AI

PROJECT

PixelBurn AI — Founder / Builder

- Built and launched a Next.js and FastAPI web app using AI-based inpainting to remove watermarks from media, including custom UI and real-time processing.

EDUCATION

Master of Business Administration (MBA), Human Resource Management — Uttara University, Dhaka

2024

Bachelor of Business Administration (BBA), Marketing — Shanto Mariam University of Creative Technology, Dhaka

2018 – 2022

VOLUNTEERING

Vice President – Dhaka District, Ignite Global Foundation

Sep 2024 – Feb 2025

- Coordinated volunteer teams and local stakeholders to deliver education support, youth development, women's empowerment, blood donation, and disaster relief programs across the Dhaka district.

LANGUAGES

Bengali (Native) • English (Fluent) • Hindi (Conversational)