

Internship Report
On
**“A Comprehensive Study of Headhunting
Practices in Grow N Excel”**



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This report is submitted to the school of Business and Economics, United International University as a partial requirement for the degree fulfillment of Bachelor of Business Administration

“A Comprehensive Study of Headhunting Practices in Grow N Excel”

Submitted To:

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Major: Human Resource Management

Registration Trimester: Fall 2024



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Date of submission: July 24, 2025

Letter of Transmittal

Date: 17.7.2025

Ishrat Sultana

Assistant Professor

School of Business & Economics

United International University

Subject: Submission of Internship Report.

Dear ma'am,

I am pleased to submit my internship report titled " A Comprehensive Study of Headhunting Practices in Grow N Excel " as part of my academic requirement for the completion of my internship at Grow n Excel. Throughout my internship, I was able to apply the theoretical knowledge gained in my studies to practical scenarios in the workplace. I believe that the knowledge and experience I have gathered during my report period will immensely help me in my future career.

I would like to express my gratitude to you and the entire headhunting team at Grow n Excel for providing me with a supportive and enriching environment. Without your assistance the internship report would have been difficult to complete.

Please find attached my internship report for your review. I welcome any feedback you may have and am happy to provide further information if needed.

Thank you for your time and consideration.

Sincerely,

Mahir Shaharia

ID: 111 201 254

Certification of Similarity Index



Page 2 of 90 - Integrity Overview

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Declaration of the Student

I, Mahir Shaharia Apu, declare that this internship report entitled “A Comprehensive Study of Headhunting Practices in Grow n Excel” was prepared for the degree requirement of the Bachelor of Business Administration.

This is my report of what I did, observed, and learned while interning for Grow n Excel. I aimed to share all that I learned, all that I handled, and professional practices I observed, particularly regarding the company's HR work and headhunting. I was careful to note, mention, and declare all facts, figures, or information I received from other sources.

I certify that I haven't distributed this report to anybody else, either partially or completely, for any purposes.

I am solely accountable for all the content I presented in this report, which I share for academic evaluation.

Sincerely,

Mahir Shaharia Apu

ID: 111 201 254

School of Business & Economics

United International University

Corporate Evidence

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Strictly Confidential

REF: Intrn 88/09/24 23rd September 2024

Internship

Dear Mr. Shaharia,

Reference to your recent interview with us, we are pleased to offer you as "**Intern**" in our organization. The terms and conditions are as follows:

NATURE OF APPOINTMENT: Contract service for 03 (three) months. After this period the contract will be automatically terminated.

ALLOWANCE: You will be entitled to receive Tk. 8,000/= (Taka eight thousand only) as internship allowance.

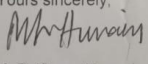
JOINING DATE: Your internship contract will be effective from 01st November 2024.

GENERAL UNDERTAKING: You will abide by the rules and regulations of the organization as revised from time to time by the management.

CONFIDENTIALITY OF BUSINESS INFORMATION: During the course of your internship, it is probable that you will generate or become aware of information, which is, or may be, confidential. You will be under obligation to keep confidential all information, incidents, documents etc. concerning the affairs, plans and projects of the organization and you shall not disseminate/divulge them to any unauthorized person either directly or indirectly.

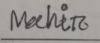
I look forward to welcome you in grow n excel.

Yours sincerely,



M. Zulfiquar Hussain
Chief Executive Officer

I understand and accept the terms and conditions outlined above.

	<u>26.9.24</u>
Signature	Date

www.growncexcel.com

Acknowledgement

I would like to extend my sincere gratitude to everyone who contributed to the successful completion of my internship and this report. First and foremost, I am deeply thankful to Grow N Excel for providing me with the opportunity to intern in the Headhunting Dept. The hands-on experience and exposure to the HR field have been invaluable to my professional development.

My heartfelt thanks go to Mr. Hritic Paul, my internship supervisor, for their constant guidance, constructive feedback, and patience throughout my internship. Their expertise and willingness to involve me in meaningful projects greatly enriched my learning experience. I also extend my appreciation to the entire headhunting team for their support, collaboration, and welcoming attitude, which made my time at Grow n Excel both enjoyable and educational.

I am equally grateful to United International University and my academic advisor, Ms. Ishrat Sultana, for their encouragement and for equipping me with the foundational knowledge that prepared me for this internship. Their mentorship has been instrumental in bridging theory with practice.

Lastly, I would like to thank my family and friends for their unwavering support, motivation, and understanding during this journey. Their encouragement kept me focused and inspired throughout the internship and the preparation of this report.

Executive Summary

This internship report provides detailed study of the headhunting practices carried out at Grow n Excel, a leading human resource consultancy firm in Bangladesh. The purpose of this report is to explore how headhunting an advanced and targeted form of recruitment operates within a professional setting and contributes to the organization's overall talent acquisition strategy. By examining the full cycle of the headhunting process, from client engagement to candidate placement, the report aims to bridge the gap between theoretical knowledge and practical application. The study provides insight into how Grow n Excel identifies, attracts, and recruits highly skilled professionals, particularly for mid to senior-level positions in various industries, such as FMCG, telecommunications, pharmaceuticals, and financial services.

The report outlines the key stages of the headhunting process at Grow n Excel, which include receiving and reviewing client requirements, sourcing and screening resumes, conducting mapping and branding, coordinating interviews, and finalizing candidate selections. It also explores how the company maintains a structured internal workflow using tools like the Human Resource Information System (HRIS), ensuring that candidate data is organized and easily retrievable for current and future recruitment needs. The firm's approach is highly personalized and data-driven, allowing it to successfully place candidates in strategic leadership roles across renowned local and multinational companies.

In addition to process documentation, the report draws upon primary data collected through interviews with employees and supervisors within the organization. These insights revealed both the strengths and challenges of Grow n Excel's current headhunting model. On the positive side, the company demonstrates a high level of professionalism, collaboration, and strategic alignment in its operations. However, the study also identifies critical areas for improvement, such as a shortage of manpower, outdated technological infrastructure, uncompetitive salary structures, and limited marketing efforts. These issues, if addressed, could significantly enhance the company's efficiency and market positioning.

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Chapter 1: Introduction

1.1 Origin of the Report

This internship report is an essential part of my academic curriculum, its actually designed to provide students with practical exposure and real-world experience in their respective fields. As part of the internship program, students are required to work in a professional setting and apply their theoretical knowledge to practical scenarios. This report is prepared as a fulfillment of my internship requirement and aims to document the key learning experiences, observations, and insights gained during my internship period. This report specifically focuses on head-hunting; a specialized recruitment strategy used for acquiring high-level executives and professionals. It explores the methodologies, challenges, and effectiveness of headhunting in today's competitive job market. My internship was conducted at grow n excel, where the primary responsibilities included assisting in executive searches, talent acquisition processes, and understanding recruitment strategies. The report provides a detailed analysis of how headhunting is implemented, its impact on the organization, and the best practices followed in the industry. The findings and discussions in this report are based on hands-on experiences, interactions with industry professionals, and secondary research from credible sources. The objective is to bridge the gap between academic learning and industry practices, thereby enhancing professional competencies and providing a deeper understanding of headhunting as a strategic recruitment approach.

1.2 Purpose of the Report

The primary purpose of this report is to document and analyze the experiences, insights, and key learnings gained during my internship period. It aims to bridge the gap between theoretical knowledge and practical applications in the field of recruitment, with a specific focus on head-hunting as a strategic approach to talent acquisition. Along with that this report has several objectives:

1. Understanding Headhunting Practices: To explore the methodologies, tools, and strategies used in executive search and recruitment, particularly for senior-level and specialized positions.
2. Evaluating Practical Exposure: To reflect on the hands-on experiences, tasks performed, and skills developed during the internship, and how they align with industry expectations.
3. Identifying Challenges and Solutions: To highlight common challenges faced in headhunting and propose potential solutions based on real-world scenarios and industry insights.
4. Providing Recommendations: To offer suggestions for improving headhunting strategies, enhancing recruitment efficiency, and aligning talent acquisition processes with organizational goals.

Also, this report not only fulfills academic requirements but also serves as a professional learning resource, offering valuable insights into executive recruitment and its impact on organizational success.

1.3 Methodology

The methodology of this report outlines the approach used to gather, analyze, and present information related to headhunting during the internship period. Qualitative methods were employed to ensure a comprehensive understanding of the subject. The key methodologies utilized are as follows:

1. Data Collection Methods

To ensure the accuracy and reliability of the report, data was collected from multiple sources, including:

Primary Data:

Observations: Direct observations were made while working with recruitment professionals, understanding their approach to headhunting, candidate sourcing, and client interactions.

Interviews & Discussions: Informal and structured discussions were conducted with senior recruiters, HR managers, and other professionals to gain insights into real-world recruitment challenges and strategies.

Hands-on Experience: Active participation in recruitment processes, including candidate screening, database management, and market research, contributed to practical learning.

Secondary Data:

Company Documents & Reports: Internal reports, recruitment strategies, and hiring case studies from the company provided essential data on headhunting methodologies.

Industry Publications & Research Papers: Academic journals, HR industry reports, and articles on talent acquisition trends helped in forming a theoretical foundation.

2. Data Analysis Techniques

The data collected for this report through interviews was analyzed using Qualitative Analysis or Content analysis. After conducting the interviews, the responses were carefully read and reviewed to understand the different views and experiences shared by the participants. Similar points or opinions were grouped together to identify common patterns and key issues related to head-hunting, candidate sourcing, client handling, and operational challenges faced by Grow n Excel. By organizing and comparing these responses, important themes and insights were drawn out that helped to explain how the headhunting process works in real life and what improvements could be made. This way, the interview data was analyzed in a structured but simple manner to ensure that all relevant information was captured and reflected accurately in the report.

1.4 Limitations of the Report

1. Limited Scope of Study

The report is based on the experiences and observations gained during a specific internship period at grow n excel. Therefore, the findings may not be fully representative of the headhunting industry as a whole, as recruitment practices vary across organizations, industries, and geographic locations.

2. Restricted Access to Confidential Data

Due to confidentiality agreements and privacy concerns, access to certain internal recruitment data, candidate evaluations, and executive hiring decisions was limited.

3. Time Constraints

The duration of the internship was limited, which restricted the ability to observe long-term recruitment cycles, follow up on candidate placements, or assess the long-term impact of hiring decisions. Headhunting is a strategic process that often takes months to complete, making it difficult to analyze its full effectiveness within a short internship period.

Chapter 2: Literature Review

2.1 Introduction to Human Resource Management (HRM)

Human Resource Management (HRM) refers to the strategic and coherent approach to managing people within an organization to help it gain a competitive advantage. It involves a wide range of functions aimed at maximizing employee performance in alignment with the organization's objectives (Armstrong & Taylor, 2014). In today's dynamic business environment, HRM is no longer limited to administrative tasks—it plays a crucial strategic role in workforce planning, organizational development, and talent management.

2.2 Key Functions of HRM

2.2.1 Human Resource Planning (HRP)

Human Resource Planning, often referred to as HRP, is a vital function within human resource management that helps organizations prepare for both current and future workforce needs. Rather than reacting to talent shortages or staffing issues as they arise, HRP enables businesses to take a forward-looking approach, ensuring they have the right number of employees with the right skills in place to meet long-term goals. This planning process typically starts with a careful assessment of the existing workforce. Organizations evaluate their employees' skills, performance, experience, and career stages to understand the current human resource capacity. By doing so, they can identify which roles are well-supported and which areas may require new talent or training in the future. Once the present workforce situation is clear, organizations turn their attention to forecasting. This involves estimating the number and types of employees that will be needed over a specific period. Forecasting takes into account internal changes like business expansion, restructuring, or retirements, as well as external factors such as shifts in the labor market, emerging technologies, or evolving industry standards. The next step is to compare the current workforce profile with the future needs of the organization; this is known as a gap analysis. If gaps are found, whether it's in the number

of staff or in the types of skills they possess strategies are developed to close those gaps. These strategies might include recruitment, reskilling existing staff, succession planning, outsourcing, or implementing new technologies that can reduce reliance on manpower. HRP is also about preparing for the unexpected. For example, if a key employee leaves suddenly or if there's a sudden increase in business activity, organizations with solid HR plans can adapt more easily. This flexibility comes from having well-thought-out backup plans and being aware of potential risks. In addition to supporting operational needs, effective human resource planning helps manage costs by reducing overstaffing or understaffing. It also contributes to employee satisfaction and retention, as individuals are more likely to thrive in roles that suit their capabilities and align with their career ambitions. HRP helps bridge the gap between where a company is now and where it wants to be in the future through its people. It is not a one-time task, but a continuous process that must evolve alongside organizational goals and external conditions.

2.2.2 Recruitment and Selection

Recruitment is the process of identifying, attracting, and hiring individuals who are best suited for a particular job. Selection involves evaluating and choosing the most qualified candidate from the applicant pool (Dessler, 2017). Effective recruitment and selection ensure organizational success by hiring competent employees who align with company culture and goals. Headhunting, as a part of recruitment, is used for specialized and executive roles where traditional hiring methods may not suffice. It targets passive candidates who are not actively seeking new jobs but are valuable due to their skills and experience.

2.2.3 Training and Development

Training and development are essential for enhancing employee skills, increasing productivity, and supporting career advancement. Training focuses on current job requirements, while development prepares employees for future roles (Noe, 2017). Organizations invest in learning programs, leadership development, and coaching to

maintain a competitive workforce. In the context of headhunting, companies often seek candidates who have undergone extensive professional development and possess industry-specific knowledge.

2.2.4 Performance Management

Performance management involves setting goals, providing feedback, and evaluating employee performance to improve individual and organizational outcomes. Tools such as Key Performance Indicators (KPIs), 360-degree feedback, and performance appraisals are widely used (Aguinis, 2013). A well-structured performance management system not only drives accountability but also supports talent retention by recognizing and rewarding high-performing employees—many of whom may become targets in executive search processes.

2.2.5 Compensation and Benefits

Compensation refers to the financial and non-financial rewards employees receive in exchange for their work. It includes base salary, bonuses, incentives, and benefits such as health insurance or retirement plans (Milkovich et al., 2014). A competitive and fair compensation strategy is crucial for attracting and retaining top talent. Headhunters often highlight compensation packages as a key element in persuading passive candidates to consider new opportunities.

2.2.6 Employee Relations and Engagement

Positive employee relations contribute to a healthy work environment and improved organizational performance. This includes resolving conflicts, ensuring employee rights, and promoting engagement through communication, trust, and participation (Robbins & Judge, 2019). Engaged employees are more productive, less likely to leave, and more

resistant to being recruited by headhunters. For companies, this highlights the need to invest in engagement strategies to reduce executive turnover.

2.2.7 Human Resource Information System (HRIS)

HRIS refers to the use of software systems to manage HR activities such as payroll, recruitment, employee data, and performance tracking. These systems improve accuracy, efficiency, and decision-making by enabling data-driven HR practices (Kavanagh et al., 2017). At Grow n Excel, HRIS plays a central role in organizing candidate information and supporting the headhunting process by streamlining resume searches, mapping, and database management.

2.2.8 Strategic HRM and Talent Management

Strategic HRM involves aligning HR functions with long-term organizational goals. It includes talent management, which ensures that the organization can attract, develop, and retain individuals with high potential (Wright & McMahan, 2011). In executive recruitment, strategic HRM focuses on identifying leadership capabilities, succession planning, and creating a pipeline of future leaders. Headhunting contributes directly to this by sourcing top-tier professionals who can drive growth and innovation.

2.3 Headhunting as a Strategic Recruitment Tool

Headhunting, or executive search, is a proactive recruitment strategy aimed at identifying and attracting high-level professionals who are not actively seeking new jobs. Unlike general recruitment, headhunting involves personalized outreach, confidentiality, and strategic alignment between candidate qualifications and organizational needs (Khurana, 2002). It is often used for critical roles such as CEO, CFO, and other senior management

positions where a bad hire could significantly impact business performance. In today's competitive job market, headhunting provides organizations with a way to gain a competitive edge by securing the best talent from both local and global markets.

Chapter 3: Company Overview

3.1 Organization Information

Grow n excel is a well-established Human Resources and Management consulting firm based in Dhaka, Bangladesh. Since its inception in 2008, the company has been dedicated to providing expert HR solutions and fostering organizational excellence. Over the years, it has built a strong reputation for its expertise in talent acquisition, workforce development, and strategic human capital management, making it a trusted name in the industry. The company takes pride in its ability to understand the unique challenges of businesses and deliver customized solutions that enhance workforce efficiency and productivity. With a strong emphasis on professionalism and integrity, grow n excel has positioned itself as a preferred HR partner for organizations across various industries. It has developed long-standing relationships with clients by focusing on quality, innovation, and a deep understanding of market trends. At the core of its operations is a highly skilled and experienced team of HR professionals who bring deep industry knowledge and insight. These professionals work closely with businesses to design and implement strategies that align with their specific needs and long-term goals. The company continuously evolves to keep pace with changing workplace dynamics and technological advancements, ensuring that its clients stay ahead in a competitive environment. Located in Gulshan, Dhaka, grow n excel remains a key player in the HR consulting landscape of Bangladesh. Through its unwavering commitment to excellence and a people-centric approach, the company continues to make a significant impact on workforce development and business success.

3.2 Mission

Grow n excel is committed to empowering individuals and organizations by providing innovative and strategic human resource solutions. The company strives to elevate businesses to the next level of growth and excellence by delivering expert HR consulting, executive search, and talent development services. With a strong emphasis on professionalism, integrity, and client satisfaction, grow n excel aims to bridge the gap between organizational needs and workforce potential. Through customized, high-impact solutions, the company fosters sustainable business success and enhances the overall efficiency of HR management.

3.3 Vision

Grow n excel envisions becoming the most trusted and influential human resource consulting firm in Bangladesh and beyond. The company aspires to be a leader in HR solutions, recognized for its ability to attract, develop, and retain top talent while driving business transformation. By leveraging cutting-edge HR practices, advanced technology, and deep industry expertise, grow n excel seeks to shape the future of work and contribute to the long-term success of organizations in a rapidly evolving business landscape.

3.4 Services offered by grow n excel

Grow n excel provides a comprehensive range of human resource solutions designed to help organizations attract, retain, and develop top talent while ensuring long-term business success. As a trusted HR consulting firm in Bangladesh, it offers specialized services in recruitment, talent development, HR outsourcing, and career transition support. The company's expertise lies in delivering customized, strategic, and high-

impact HR solutions that align with the unique needs of businesses across various industries.

1. Executive Search & Recruitment

One of the core services of grow n excel is executive search and recruitment, where the company specializes in identifying and attracting high-caliber professionals for leadership and specialized roles. Unlike traditional recruitment processes, grow n excel follows a proactive headhunting approach to target passive candidates—those who may not be actively seeking jobs but possess exceptional skills and experience.

Key Features of Executive Search:

- **Industry-Specific Talent Acquisition:** The company has deep expertise in sourcing executives and specialized professionals for industries such as finance, telecommunications, FMCG, pharmaceuticals, manufacturing, and IT.
- **Confidential Headhunting:** Ensures discretion and confidentiality when approaching top professionals, particularly for senior leadership roles.
- **Customized Search Process:** Tailored talent search methodologies that align with an organization's business goals and culture.
- **Extensive Network & Market Insights:** Access to a broad talent pool, market intelligence, and competitor analysis to identify the best-fit candidates.

Through its strategic and targeted recruitment approach, grow n excel ensures that organizations secure the right leaders and professionals who can drive business growth and operational success.

2. HR Consulting & Advisory Services

Grow n excel provides expert HR consulting services aimed at helping organizations optimize their human resource functions. The firm works closely with businesses to

design and implement HR strategies that enhance employee engagement, productivity, and overall workforce management.

Key HR Consulting Areas:

- **HR Policy Development:** Assisting organizations in formulating policies on recruitment, performance management, compensation, and employee engagement.
- **Talent Management & Succession Planning:** Developing frameworks to nurture internal talent, ensuring leadership continuity.
- **Performance Management Systems:** Designing performance evaluation structures that drive motivation, accountability, and business efficiency.
- **Compensation & Benefits Advisory:** Structuring competitive salary and benefits programs to attract and retain top talent.
- **Workforce Planning & Restructuring:** Helping businesses manage organizational changes, including mergers, acquisitions, and downsizing.

By offering data-driven and strategic HR solutions, grow n excel enables organizations to create a strong and engaged workforce that aligns with long-term business objectives.

3. Learning & Development (L&D) Programs

Grow n excel is widely recognized for its customized Learning & Development (L&D) programs, which focus on enhancing the skills and competencies of employees at all levels. These training programs are designed to help professionals improve their leadership abilities, communication skills, and technical expertise, ensuring their readiness to meet workplace challenges.

Key Training Programs Include:

- Leadership Development: Training designed for emerging and senior leaders to enhance decision-making, strategic thinking, and management skills.
- Soft Skills & Communication Training: Programs that improve business communication, teamwork, and emotional intelligence.
- Sales & Customer Service Excellence: Practical training to boost sales performance, customer engagement, and service quality.
- HR & Compliance Training: Workshops on employment laws, workplace ethics, and HR best practices.
- Customized Corporate Training: Tailored learning solutions based on company-specific needs and industry trends.

Grow n excel's L&D programs are delivered through workshops, coaching sessions, online modules, and interactive learning techniques, ensuring maximum impact and real-world applicability.

4. HR Outsourcing & Payroll Management

For businesses that want to focus on their core operations while ensuring efficient HR management, grow n excel offers HR outsourcing services. The company provides end-to-end HR solutions, allowing organizations to delegate key functions such as recruitment, payroll processing, and employee administration.

HR Outsourcing Services Include:

- Payroll Management: Handling payroll processing, salary disbursement, tax compliance, and employee benefits administration.
- Recruitment Process Outsourcing (RPO): Managing end-to-end hiring processes, including job postings, candidate screening, and onboarding.
- HR Administration: Assisting businesses with documentation, compliance, employee records, and policy implementation.

- **Employee Engagement & Welfare Programs:** Organizing initiatives to improve workplace culture and employee satisfaction.

Through HR outsourcing, grow n excel helps companies reduce administrative burdens, improve efficiency, and ensure compliance with labor laws and regulations.

5. Career Transition & Outplacement Services

Grow n excel also specializes in Career Transition & Outplacement Services, designed to support both employers and employees during workforce changes. These services help companies manage employee layoffs or transitions while ensuring affected employees receive career support.

Key Career Transition Services Include:

Resume & Profile Building: Helping individuals create compelling resumes and professional LinkedIn profiles.

- **Interview Coaching:** Providing mock interview sessions and personalized coaching to improve job search success.
- **Job Placement Assistance:** Connecting job seekers with new career opportunities through the firm's extensive employer network.
- **Workforce Restructuring Guidance:** Advising companies on ethical and legally compliant downsizing strategies.

By offering structured career transition support, grow n excel ensures that both organizations and employees navigate workplace changes smoothly and effectively.

3.5 Organogram

The given organogram represents the hierarchical structure of Grow n excel, showcasing the different levels of management and workforce within the HR consultancy firm. The

structure is organized in a top-down approach, ensuring a clear chain of command and delegation of responsibilities.

➤ CEO (Chief Executive Officer)

At the top of the hierarchy is the CEO, who holds the highest decision-making authority in the organization. The CEO is responsible for the overall strategic direction, business growth, client relations, and ensuring that the company achieves its mission and vision. He is also the main leader of Learning & Development service.

➤ Manager

Directly reporting to the CEO is the Manager, who oversees the core operations of the firm. The manager plays a crucial role in executing business strategies, supervising departments, and ensuring smooth coordination between various teams. This position acts as a bridge between top management and mid-level executives.

➤ Associate Managers

The Associate Managers work under the supervision of the Manager and are responsible for overseeing specific functional areas, such as:

HR Consulting & Advisory

Recruitment & Talent Acquisition

HR Outsourcing & Payroll Management

Each Associate Manager specializes in one or more HR services, ensuring that operations are conducted efficiently.

➤ Senior HR Associate

The Senior HR Associate serves as a key mid-level professional who supervises the HR Associates and ensures that HR services are effectively delivered. This role involves

managing client projects, conducting training sessions, overseeing recruitment processes, and supporting HR consulting activities.

➤ HR Associates

The HR Associates are responsible for executing day-to-day HR functions, such as:

Screening candidates and conducting interviews

Managing employee training programs

Handling payroll and HR documentation

Assisting clients with HR-related queries

Providing career transition support

They report to the Senior HR Associate and work closely with various departments to ensure that HR solutions are effectively implemented.

➤ HR Trainees

The HR Trainees are entry-level professionals who are undergoing training to gain expertise in all the relevant fields. They assist HR Associates with administrative tasks, data entry, and basic HR operations. This role provides them with hands-on experience before advancing into higher positions.

7. Interns

At the base of the hierarchy are Interns, who are typically university students or fresh graduates looking to gain practical experience in HR related works. They work under the supervision of HR Trainees and Associates, assisting with minor HR tasks such as scheduling interviews.



Figure 1: Organogram.

3.6 Industry scenario of HR firm in Bangladesh

The Human Resources (HR) industry in Bangladesh has seen significant growth in recent years, driven by rapid economic development, increased foreign investments, and a competitive job market. With the rise of multinational companies (MNCs), local conglomerates, and startups, the demand for specialized HR services—such as recruitment, payroll management, training, and HR consulting—has expanded. As businesses focus on optimizing workforce efficiency, HR firms play a critical role in helping organizations attract, retain, and develop top talent.

3.6.1 Key growth drivers of the HR industry

Several factors contribute to the increasing demand for HR firms in Bangladesh:

- **Economic Growth & Industrial Expansion** – Sectors like textiles, pharmaceuticals, IT, banking, and e-commerce are expanding, creating more job opportunities and increasing the need for HR solutions.
- **Rise of Multinational & Large Local Companies** – MNCs and corporate giants such as Unilever, Grameenphone, and British American Tobacco require structured HR support, including executive search and employee engagement services.
- **Skill Shortages & Workforce Development Needs** – The gap between industry demands and available skills has increased the need for training & development programs offered by HR firms.

- Government Regulations & Compliance – Stricter labor laws, social security requirements, and compliance regulations push companies to seek expert HR consultancy to manage employment policies.
- Digital Transformation & HR Tech Adoption – Companies are integrating HR technology solutions, such as AI-driven recruitment, HR analytics, and digital payroll management, further boosting the HR consultancy sector.

3.7 Analysis of competitor

Enroute International

Enroute International has established itself as a leader in staffing, manpower outsourcing, and HR process management. They specialize in providing temporary and contractual staffing solutions, allowing businesses to hire employees on a flexible basis while ensuring seamless payroll processing and compliance with labor laws. Their expertise in HR outsourcing enables companies to delegate essential HR functions, such as employee benefits administration, tax compliance, and workforce management, allowing businesses to focus on their core operations. In addition to staffing and outsourcing, Enroute International offers corporate training and skill development programs designed to enhance employee productivity and efficiency. Their training modules cater to both entry-level and senior professionals, covering areas such as technical skills, behavioral training, and leadership development. They also provide e-learning solutions, making it easier for organizations to upskill their employees through digital learning platforms. Another unique service offered by Enroute International is business process outsourcing (BPO), where they manage call center operations, customer support functions, and HR helpdesks for corporate clients.

Talent Centric

Talent Centric focuses on executive search, employer branding, and HR compliance solutions. Their recruitment services are highly specialized, targeting senior executives and professionals in niche industries. Through strategic headhunting, they identify and place candidates in leadership roles while ensuring alignment with an organization's culture and business objectives. Their employer branding services help organizations enhance their reputation as desirable workplaces by developing strong employee value propositions (EVP), conducting engagement surveys, and implementing HR analytics to improve workforce satisfaction. Another key area of Talent Centric's services is payroll and HR compliance management. They assist organizations in automating payroll processes, ensuring accurate salary disbursements, and managing tax filings efficiently. They also handle HR documentation, labor law compliance, and benefits administration, making it easier for companies to adhere to regulatory requirements.

Monowar Associates

Monowar Associates specializes in HR consulting, payroll management, and workforce planning. They work closely with organizations to conduct HR audits and compliance reviews, ensuring that businesses adhere to labor laws and industry standards. Their expertise in compensation structuring and salary benchmarking allows companies to develop competitive pay scales that attract and retain talent. One of the most sought-after services of Monowar Associates is payroll and benefits administration. They handle end-to-end payroll processing, provident fund management, gratuity disbursement, and employee tax advisory services. Their focus on compliance and accuracy ensures that businesses can manage their financial obligations without the risk of errors or legal issues.

HR Kites

HR Kites is a growing HR consultancy firm specializing in IT recruitment, executive search, and training solutions. Their headhunting services are particularly focused on the technology and software development sector, helping IT firms find highly skilled programmers, engineers, and project managers. They also provide recruitment solutions for other industries such as retail, manufacturing, and healthcare.

In addition to talent acquisition, HR Kites offers corporate training and leadership development programs. Their courses are designed to help organizations build effective leadership pipelines, manage change, and enhance organizational behavior. Their HR outsourcing solutions cover end-to-end HR management, from hiring and onboarding to employee performance tracking and retention strategies.

MUSHI HR Solutions

MUSHI HR Solutions is an emerging HR consulting firm in Bangladesh that focuses on customized HR solutions for startups, SMEs, and large enterprises. Their services include workforce planning, employee engagement strategies, and talent acquisition for various industries. The firm specializes in behavioral assessment and performance evaluation, helping companies identify high-potential employees and develop succession plans.

Additionally, MUSHI HR Solutions offers HR documentation services, including policy drafting, labor law compliance, and grievance handling. They also assist businesses in implementing digital HR solutions, allowing companies to streamline payroll, attendance tracking, and employee management through technology.

Front Desk Bangladesh

Front Desk Bangladesh is a prominent HR services provider offering recruitment, payroll management, and corporate training. Their recruitment services include both permanent and temporary staffing solutions, allowing businesses to find employees that match their

skill requirements. They also offer HR support services, such as employee record management, labor law compliance, and contract administration.

The firm's payroll management services cover salary processing, tax deductions, provident fund management, and employee benefits administration. Additionally, Front Desk Bangladesh provides corporate training programs, focusing on leadership development, performance management, and team-building activities.

3.8 Competitive Position of Grow n Excel in the HR Consultancy Industry

In the dynamic and growing HR consultancy industry of Bangladesh, grow n Excel holds a strong and competitive position due to its specialization in executive search and talent management solutions. While firms like MUSHI HR Solutions, Frontdesk Bangladesh, and Ikigai HR focus on a broad range of HR services—including payroll, HR outsourcing, and administrative support—Grow n Excel has carved out a niche by emphasizing high-quality, strategic headhunting services for mid to senior-level positions. Unlike some competitors that rely more on generic databases or job portals, grow n Excel maintains a proprietary HRIS that allows for targeted, segmented resume searches based on industry, function, and designation. This gives the firm a significant edge in terms of speed, precision, and match quality. Moreover, its strong reputation for confidentiality, professionalism, and tailored client service has earned it repeated engagements from reputed national and multinational clients. However, in areas like digital marketing and employer branding, competitors such as Ikigai or Frontdesk have gained visibility through stronger social media presence and content engagement. Therefore, while Grow n Excel holds a favorable position in terms of quality and specialization, it must continue to evolve—especially in technology integration and marketing strategies—to maintain and expand its competitive advantage in the industry.

3.9 SWOT Analysis

Strengths:

- **Strong Industry Reputation** – Grow n Excel is widely recognized as a leading HR consultancy firm in Bangladesh, trusted by top companies across various industries.
- **Expertise in Executive Search** – The firm specializes in headhunting senior executives and mid-management professionals, ensuring high-quality talent acquisition.
- **Comprehensive HR Services** – It provides a wide range of HR solutions, including leadership development, talent management, workforce planning, and HR advisory services.
- **Experienced Team** – The firm has a skilled and professional team with deep expertise in HR consulting, recruitment strategies, and organizational development.
- **Client-Centric Approach** – Grow n Excel maintains strong relationships with clients by offering tailored HR solutions to meet specific business needs.

Weaknesses:

- **Limited Digital Presence** – Compared to some competitors, Grow n Excel has a relatively lower focus on digital HR solutions and online talent acquisition platforms.
- **High Service Costs** – The firm's premium executive search and HR advisory services may not be affordable for startups and small businesses.
- **Dependence on Corporate Clients** – The company primarily serves large corporations, which may limit its reach among SMEs and emerging businesses.

Opportunities:

- **Expansion into Digital HR Solutions** – Investing in AI-driven recruitment, HR analytics, and online training programs could help Grow n Excel stay competitive in a technology-driven market.

- SME and Startup Market – Developing cost-effective HR solutions for small and medium-sized enterprises can create new revenue streams.
- Industry Diversification – Expanding into new industries such as healthcare, fintech, and e-commerce can increase its client base.
- Regional and Global Expansion – Partnering with international firms or extending services to neighboring countries could enhance market presence.
- Employee Well-Being Programs – Adding mental health support, employee engagement initiatives, and flexible work strategies can attract more clients.

Threats:

- Intense Competition – The HR consultancy market in Bangladesh is growing, with firms like Talent Centric, Enroute International, and Ikigai HR Solutions offering competitive services.
- Economic Uncertainty – Changes in the economic environment, such as recessions or budget cuts, may reduce corporate spending on HR services.
- Client Dependency Risk – Relying on a few key corporate clients can be risky if they switch to competitors or reduce outsourcing budgets.
- Rapid HR Tech Advancements – The rise of automated hiring platforms and AI-driven recruitment tools may reduce the need for traditional headhunting services.
- Regulatory Changes – New labor laws and compliance requirements could increase operational challenges for HR firms.

Chapter 4: HRM functions at Grow n Excel

4.1 Human Resource Planning at Grow n Excel

Human Resource Planning (HRP) is a crucial component of Grow n Excel's internal operations. As a leading HR consultancy firm, the organization not only advises clients on effective workforce strategies but also takes a strategic approach to managing its own human resources.

The HR planning process at Grow n Excel is structured and evidence-based. It starts with a detailed review of the current workforce, assessing employee skills, workload distribution across departments, and the presence of critical competencies. This step involves collaboration with department heads and regular evaluations of performance to identify where gaps exist between current capabilities and future demands.

A major focus of HRP is forecasting the company's staffing needs based on business projections. When anticipating new or large-scale client engagements such as executive search projects the HR team evaluates whether there is a need to bring in additional recruiters, researchers, or coordinators. Depending on the nature and length of the projects, the company plans for either short-term hires or long-term staffing adjustments.

Succession planning is another key element. Grow n Excel recognizes employees with high growth potential and prepares them for senior roles through training, mentoring, and opportunities for internal progression. This approach ensures continuity in leadership and helps avoid disruptions when critical positions become vacant.

In addition to planning for growth, HR also prepares for possible disruptions, such as unexpected resignations, maternity/paternity leaves, or spikes in workload. Using internal workforce data, historical project patterns, and market insights, HR designs flexible strategies to ensure resources are allocated effectively even under sudden changes.

Importance of HR Planning at Grow n Excel:

1. Supports business continuity by forecasting and addressing workforce needs.

2. Maintains service quality during peak periods or new client engagements.
3. Prepares future leaders through development and succession planning.
4. Reduces organizational risk by planning for contingencies.
5. Aligns workforce strategy with long-term business goals.
6. Improves resource allocation by using data-driven insights.

Overall, HR planning at Grow n Excel goes beyond routine staffing—it plays a strategic role in aligning the workforce with business direction, ensuring agility, and supporting sustained growth in a competitive industry.

4.2 Recruitment & talent acquisition

Grow n Excel, as a leading HR consultancy firm in Bangladesh, not only provides HRM solutions to its clients but also implements best HR practices within its own organization. To maintain its position as a trusted HR partner, the firm ensures that its internal human resource strategies align with modern HR trends, employee well-being, and organizational efficiency. The company follows a structured approach to recruitment, training, performance management, employee engagement, and compliance, ensuring a strong and motivated workforce.

As an HR consultancy firm, Grow n Excel places significant importance on hiring skilled employee who align with its corporate values and service objectives. The firm follows a multi-step recruitment process, starting from internal referrals, job postings on

professional networks, and direct headhunting. The HR team carefully screens and evaluates candidates based on their HR expertise, industry knowledge, communication skills, and problem-solving abilities.

The organization actively seeks individuals with backgrounds in human resource management with bachelor of business administration degree. The recruitment process typically involves aptitude assessments, competency-based interviews, and case study evaluations to ensure that only the most qualified candidates join the team. Additionally, Grow n Excel offers internship opportunities to fresh graduates, providing them with hands-on HR experience and the possibility of full-time employment. Various types of recruitment systems for different types of employees given below

Internship candidates: First, the HR team conducts an initial interview for all of the candidates. After that, the shortlisted candidates are processed for the second step. In the second step, the HR manager interviews all of the shortlisted candidates, and then the top 3 candidates get a chance for the final interview, which is conducted by the CEO. The CEO selects the final candidates among the 3 candidates.

Permanent Employee: All of the applied candidates give a written test first. Then, the written-passed candidates get a chance for the second step, which is conducted by the HR manager. The top 3 candidates are selected from that, and the CEO selects the final candidate among the top 3 candidates after the final interview.

4.3 Training & Development

Training and development play a crucial role in the success of Grow n Excel, ensuring that its employees are well-equipped with the latest HR knowledge, industry best practices, and leadership skills. As an HR consultancy firm, Grow n Excel recognizes that its effectiveness depends on the expertise and competency of its workforce. Therefore, the company prioritizes continuous learning, skill enhancement, and professional growth through well-structured training programs.

The firm follows a multi-dimensional training approach, combining on-the-job training, formal learning sessions, leadership development. The goal is to enhance employee efficiency, improve client service delivery, and create future HR leaders who can drive innovation and excellence in the organization.

Types of training:

1. Onboarding and Induction Training

Every new employee at Grow n Excel undergoes an induction training program designed to familiarize them with the organization's culture, policies, processes, and core values. This training includes:

Introduction to the company's mission and vision to align new hires with organizational goals. Overview of HR consultancy services, including recruitment, training, performance management, and HR compliance. Guidance on internal tools and software, such as HR analytics platforms, applicant tracking systems, and payroll software etc. Understanding workplace policies related to employee conduct, ethical standards, and professional responsibilities. The onboarding process ensures that employees feel welcomed, informed, and ready to contribute from their first day.

2. Technical and Functional Training

Since Grow n Excel operates in the HR industry, employees need to stay updated on new HR trends, evolving labor laws, and innovative HR strategies. The company provides technical training in areas such as:

Recruitment and Selection Techniques – Employees are trained in headhunting, competency-based interviewing, and psychometric assessments to identify the best candidates for clients.

HR Analytics and Data-Driven Decision Making – Employees learn how to use HR software, data visualization tools, and predictive analytics to improve recruitment, employee engagement, and retention strategies.

These technical training sessions are often conducted by industry experts, senior HR consultants, and external trainers to ensure the highest level of competency among employees.

3. Soft Skills and Professional Development Training

To build well-rounded HR professionals, Grow n Excel also focuses on soft skills training, which enhances employees' ability to interact effectively with clients, candidates, and colleagues. Some key areas covered include:

Communication and Negotiation Skills – Employees are trained in professional communication, client interaction, and conflict resolution techniques.

Leadership and Team Management – Mid-level employees receive training on team leadership, delegation, and strategic decision-making to prepare them for managerial roles.

Problem-Solving and Critical Thinking – Case studies and role-playing exercises help employees develop analytical thinking and problem-solving abilities in HR operations.

Time Management and Productivity Enhancement – Employees learn how to prioritize tasks, manage workloads efficiently, and use productivity tools to optimize performance.

By strengthening soft skills, interpersonal abilities, and leadership capabilities, Grow n Excel ensures that its workforce is prepared to handle complex HR challenges with confidence and professionalism.

4. Leadership Development Programs

To nurture future leaders within the organization, Grow n Excel provides specialized leadership training for mid-level and senior employees. This includes:

Mentorship programs, where senior HR professionals guide junior employees in career growth. Strategic management training, focusing on decision-making, team leadership, and business development. Workshops on innovation and digital transformation, helping leaders integrate AI-driven HR solutions and HR technology into the firm's operations.

These initiatives prepare employees for higher responsibilities, managerial roles, and long-term career advancement within Grow n Excel.

4.3.1 Implementation of training program

Grow n Excel follows a structured and systematic training approach to ensure that training programs are effectively implemented and yield measurable results. The key steps in the process include:

- Training Needs Assessment (TNA) – HR managers identify skill gaps and training needs through performance reviews, employee feedback, and industry trend analysis.
- Designing Customized Training Programs – Training modules are tailored based on employee levels, job roles, and business objectives.
- Monitoring and Evaluation – The effectiveness of training is measured through post-training assessments, employee feedback, and performance improvements.
- Continuous Learning and Follow-Ups – Employees are provided with refresher courses and follow-up training to reinforce learning outcomes.

By adopting this structured learning approach, Grow n Excel ensures that employees not only gain knowledge but also apply it effectively in their daily work.

4.4 Performance Management and Career Growth

To maintain a high-performing workforce, Grow n Excel implements a structured performance management system. Employees are evaluated based on Key Performance Indicators (KPIs), which are designed to assess their effectiveness in HR consulting, client relations, project management, and strategic HR initiatives. The performance review system at Grow n Excel includes:

- Bi-annual performance evaluations where employees receive feedback from managers and peers.
- 360-degree feedback mechanisms that allow employees to receive input from colleagues and clients.
- Performance-based incentives, including bonuses and salary increments, to reward high achievers.
- Career progression planning, ensuring that high-performing employees receive promotions and leadership opportunities.

By integrating transparent and fair performance assessment tools, Grow n Excel motivates employees to excel in their roles while fostering a culture of accountability.

4.5 Work Culture and Employee Engagement

A positive workplace environment is essential for retaining talent, and Grow n Excel actively fosters an engaging and inclusive corporate culture. The company places emphasis on:

- Flexible work arrangements, including hybrid work options, to promote work-life balance.
- Employee recognition programs, where outstanding contributions are acknowledged through awards and appreciation.
- Team-building activities such as corporate retreats, social gatherings, and wellness programs to strengthen workplace relationships.
- Open-door management policy, allowing employees to directly communicate their ideas and concerns to leadership.

By prioritizing employee engagement, Grow n Excel ensures a motivated and committed workforce that aligns with its mission of delivering high-quality HR solutions.

4.6 Payroll and Compensation Management

Compensation management plays a key role in the internal human resource practices of Grow n Excel. It directly influences employee motivation, retention, and overall job satisfaction. As an HR consultancy that offers professional services to various organizations, Grow n Excel also places strong emphasis on maintaining a structured, fair, and competitive compensation system for its own employees.

The company's compensation strategy includes both financial and non-financial elements. Financial compensation covers base salaries, performance-based bonuses, festival allowances, and periodic salary revisions. These are determined by considering several factors, such as job responsibilities, market trends, the employee's level of experience, and individual performance.

Although some employees have expressed that salary levels may be slightly below top market competitors, the company tries to compensate through clear career development opportunities and internal promotions. The goal is to create long-term value for employees by offering professional growth alongside financial rewards.

Performance incentives form a key part of Grow n Excel's reward system. Employees working in revenue-driven departments like executive search and consulting services may receive additional bonuses based on project completion and client satisfaction. This performance-based component reinforces a results-oriented work culture and encourages accountability.

Non-financial rewards are also a core aspect of the company's approach. High-performing employees are often recognized during internal meetings or through appreciation emails from supervisors. While these forms of recognition may not have direct monetary value, they positively impact employee morale, motivation, and the overall sense of belonging.

Transparency is another important element of the compensation process. Although detailed salary bands are not always shared publicly, employees are generally aware of the performance metrics used to determine salary adjustments. Regular evaluations—

either annually or semi-annually—form the basis for reviewing performance and discussing changes in compensation or job responsibilities.

Despite the overall structured approach, internal feedback has revealed a few concerns. Some employees feel that additional benefits such as health insurance, provident fund contributions, and better leave policies should be included. Others have suggested clearer communication regarding how performance bonuses and promotions are calculated.

In conclusion, Grow n Excel's compensation management system reflects a mix of monetary rewards and employee recognition. While the existing framework provides a solid foundation, enhancing it with additional benefits and clearer guidelines could improve employee satisfaction, reduce turnover, and support the company's internal HR effectiveness.

Chapter 5: Headhunting process at Grow n Excel

5.1 Headhunting

In the modern corporate landscape, businesses face an ever-growing challenge of identifying and securing top-tier talent to drive their growth and innovation. This challenge has led to the rise of headhunting, a specialized recruitment practice that focuses on identifying, engaging, and acquiring highly skilled professionals, particularly for executive, leadership, and niche roles. Unlike traditional recruitment, headhunting is a proactive and targeted process that seeks out professionals who may not be actively looking for a job but possess the expertise and experience that companies need. Headhunting plays a crucial role in ensuring that organizations have the right leaders and specialists who can contribute to long-term success. It is widely used in industries where competition for talent is fierce, such as technology, finance, healthcare, and manufacturing. Headhunting, also known as executive search, is the process of identifying, approaching, and recruiting highly skilled individuals for critical positions within an organization. The primary focus is on senior executives, management personnel, and specialized professionals who are often not actively seeking job opportunities but are valuable assets to competing firms. Unlike general recruitment, where candidates apply for advertised job openings, headhunting is a targeted search process where recruiters actively seek out and persuade potential candidates to consider a new opportunity. This requires strategic networking, market research, and direct engagement to attract individuals who meet the specific needs of the hiring organization.

5.2 Key Characteristics of Headhunting

Key Characteristics of Headhunting

Proactive Recruitment Approach – Instead of waiting for candidates to apply, headhunters actively search for and reach out to potential candidates.

Focus on Passive Candidates – Headhunters target professionals who are already employed and not actively seeking new jobs.

Confidentiality – The process is often conducted discreetly, especially when replacing an existing executive.

Personalized Engagement – Candidates are approached with customized job offers based on their career goals and expertise.

Highly Specialized Roles – Typically used for leadership, executive, and niche technical positions.

5.3 The Importance of Headhunting in Today's Job Market

In today's highly competitive and rapidly evolving job market, attracting and retaining top talent has become a significant challenge for many organizations. Traditional recruitment methods such as job postings and applicant tracking systems often fail to reach the most qualified professionals, especially those in senior-level or niche technical roles. This is where headhunting proves its value by offering a more targeted, strategic, and proactive approach to talent acquisition.

Key Benefits of Headhunting:

Targets Passive Candidates

Headhunting allows companies to approach highly skilled professionals who are not actively searching for jobs but may be open to the right opportunity. This expands the talent pool beyond active job seekers.

Fills Leadership & Executive Roles

High-level positions require more than just experience; they demand strategic thinking, vision alignment, and cultural compatibility. Headhunters are trained to evaluate these qualities and find the right fit.

Ensures Cultural and Strategic Fit

Unlike traditional hiring, headhunting emphasizes matching candidates to an organization's values, leadership style, and long-term goals reducing turnover and increasing long-term engagement.

Specialized Talent Acquisition

In industries like tech, finance, healthcare, and engineering where technical expertise is critical headhunting is highly effective in locating candidates with niche skills and deep domain knowledge.

Builds Strong Leadership Pipelines

Headhunters play a vital role in identifying visionary leaders who can drive innovation, manage change, and lead high-performing teams that are aligned with strategic business goals.

Companies today are no longer just competing for customers—they are competing for talent. With the best professionals already employed and not browsing job boards, headhunting opens the door to top performers who may otherwise be unreachable. This method does not depend on luck or waiting for applications to come in; it's about finding the right person and bringing the opportunity directly to them.

Furthermore, businesses that rely solely on conventional recruitment are at a disadvantage when it comes to hiring for highly technical or leadership positions. Headhunting addresses this gap by offering a high-touch, research-driven process that focuses on quality over quantity.

5.4 Challenges in Headhunting

Despite its effectiveness, headhunting comes with challenges such as:

- Attracting passive candidates who are content in their current roles.
- Managing counteroffers and candidate hesitation.
- Maintaining confidentiality, especially for executive roles.
- Navigating salary expectations and budget constraints.

Successful headhunters overcome these challenges by building strong industry networks, offering personalized engagement, and providing data-driven recruitment insights.

5.5 Headhunting Process at Grow n Excel

5.5.1 Communication

When an organization or client seeks to obtain services from Grow n Excel, they typically begin by visiting the company's website, where they can find essential details such as location, contact information, a list of available services, and a portfolio of past clients. However, rather than relying solely on the website for insights into the company's reputation, clients often gather feedback through alternative channels such as word of mouth, social media, or direct recommendations from previous clients who have had positive experiences. Once they decide to proceed, clients usually contact the company via its hotline to schedule a meeting with the headhunting team leader. During this meeting, representatives from both sides engage in a comprehensive discussion about the specific services required. Based on this discussion, Grow n Excel prepares a formal proposal outlining the service details, terms, and conditions. If the client agrees to these terms, they confirm their acceptance by sending an official email, which serves as written consent to proceed with the executive search service. This structured process ensures

clear communication and a well-defined agreement between the client and the company before the service is initiated.(figure 1)

5.5.2 Job Description & Work process

Once the client decides to move forward, they provide the headhunting team with a detailed job description outlining the requirements for specific positions. The number of positions may vary, ranging from a single role to multiple vacancies. Upon receiving this information, the team leader allocates responsibilities among team members based on their expertise in the relevant industry or job function. Each assigned recruiter carefully reviews the job description to gain a thorough understanding of the expectations and requirements associated with the role. To streamline the search process, the team establishes a benchmark for each position, ensuring a structured evaluation of potential candidates. Since hiring criteria differ across organizations, recruiters conduct research by analyzing the profiles of professionals who are currently in similar roles or have held them in the past. This helps in identifying the ideal qualifications, skill sets, and experience levels necessary for the job. Additionally, other key parameters—such as educational background, years of experience, previous or current employment status, and industry alignment—are determined at this stage. By setting these criteria early on, the team ensures a targeted and efficient approach to identifying the best-fit candidates for the client's hiring needs. (figure 2)

5.5.3 Resumes

After setting all the key indicators and benchmarks, the headhunting team begins searching for resumes that align closely with the job description, typically within a 70-90% match. Finding a perfect match for every requirement is rare, although some resumes do fulfill all the criteria. Each recruiter carefully screens approximately 150-200 resumes for a single role, identifying the most suitable candidates. From this extensive search, around

25-45 resumes are shortlisted and submitted to the team leader, who makes the final selection on which candidates to approach. Once the shortlisted candidates receive approval, team members reach out to them via phone calls. During these discussions, they provide an overview of the job opportunity, including information about the client company, the role's responsibilities, salary structure, and additional benefits. If a candidate expresses interest and agrees to the proposed terms, they are asked to submit an updated resume through the official email as soon as possible. Additionally, candidates who have applied for the same role within the past 12-18 months are informed that they are not eligible to reapply. Ultimately, around 10-15 candidates confirm their interest and submit their resumes for further evaluation.

5.5.4 Mapping & Branding

The team leader oversees the final selection and preparation of candidate resumes. This includes a branding process where the company logo is added to each document, extraneous details are removed, and resumes are prioritized using a scoring system. Once formatted, the finalized resumes are compiled into an official email and submitted to the client for review. The client then evaluates the submissions; if satisfied, they approve the candidates and share an interview timeline. If not, the company must provide additional resumes, restarting the cycle. Upon finalizing the candidate pool, the company drafts an interview schedule with specific dates and times. The team leader coordinates with both the client and candidates to confirm the meeting location and logistics. Candidates receive updates about their assigned slots, including precise start and end times. Simultaneously, the finalized schedule is shared with the client. To ensure attendance, candidates receive a text reminder on the interview day, followed by a confirmation call shortly before their session. All candidate details—such as name, contact information, experience, education, industry background, and current employment—are recorded in a structured Excel spreadsheet creating a searchable database called mapping for future recruitment needs. Post-interview, the client submits

formal feedback via email, listing selected candidates. Once all roles are filled, the client processes payment per the agreed terms, and the company collects final feedback. Additionally, interviews may occasionally be held at the company's office, where a dedicated interview room is available for client use.

Grow n Excel provides this headhunting or executive search service over the span of 10 years, it makes the company bigger and stronger and now it is capable to place candidates from mid-level to top-level position such as CEO, CFO, CMO, CA, FCCA, ACCA, MD, GM, AGM, DGM, etc. Grow n Excel has placed all these top positions to multinational companies such as Marico, Unilever, International Beverage Private Limited, Citi N.A., to local companies such as Transcom Limited, Rangs Limited, etc. Grow n Excel is planning to take its function internationally by launching its operations globally. (figure 3), (figure 4), (figure 5)

5.6 HRIS Administration

Grow n Excel utilizes a private HRIS server as a secure repository for all crucial data, particularly candidate resumes. These resumes are systematically organized based on various categories such as company, industry, designation, and department to facilitate quick and accurate searches. Because resumes are among the company's most valuable resources, a professional computer engineer is on hand at all times to safeguard the

server, protect against potential threats, and ensure overall data security. To keep the database up to date, Grow n Excel regularly collects information from reliable sources like Bdjobs.com and LinkedIn. When the headhunting team needs to find candidates for a specific role, they simply log in to the HRIS, apply the relevant filters, and retrieve resumes that match the required criteria.

Chapter 6: Findings

6.1 Receiving and Distributing Job Descriptions

From the interviews, it emerged that Grow n Excel follows a highly organized approach to job description management. As soon as a client sends the requirements, the team leader reviews them for clarity and feasibility. The roles are then assigned to specific recruiters based on their industry expertise and familiarity with the position's level (entry, mid, or senior). This process ensures that each role is given focused attention and that recruiters have a thorough understanding of the required skill sets.

6.2 Challenges in Identifying High-Quality Candidates

Most interviewees pointed to talent scarcity, particularly in specialized or executive-level positions. Recruiters often need to screen 150–200 resumes to find a handful of potential fits. Additional hurdles include salary mismatches, counteroffers from current employers, and the reluctance of passive candidates to consider new opportunities. Despite these obstacles, recruiters' credit well-defined benchmarks and personalized outreach as key factors in securing top talent.

6.3 Role of the HRIS in Day-to-Day Tasks

The HRIS (Human Resource Information System) is described as central to Grow n Excel's operations. Recruiters praised its segmented database (by industry, department, and designation), which enables quick and targeted searches. However, some respondents mentioned occasional technical slowdowns during peak usage, suggesting server upgrades or additional IT support could further optimize performance. Overall, the system significantly reduces manual work and speeds up candidate sourcing.

6.4 Collaboration and Company Culture

The organizational culture at Grow n Excel is widely seen as supportive and collaborative. Employees frequently mentioned team huddles, open-door policies, and knowledge-sharing sessions as key enablers of effective teamwork. The headhunting team, in particular, benefits from collective brainstorming and feedback loops that help refine search strategies. This culture of open communication contributes to high morale and shared accountability for results.

6.5 Market Reputation and Client Satisfaction

According to interviewees, Grow n Excel's reputation stems from a client-centric approach and consistent results in executive placements. The firm's ability to adapt search strategies to meet diverse client needs was often cited as a significant factor in retaining repeat business. Word-of-mouth referrals, positive testimonials, and strong social media presence also help attract new clients. Respondents believe that transparency in fee structures, personalized service, and diligent follow-ups are crucial to maintaining this positive image.

6.6 Leadership and Communication of Strategic Goals

Managers and team leaders emphasized data-driven decision-making and regular updates from senior leadership regarding company objectives. Monthly or quarterly town hall meetings help align departmental goals with the overall mission. Interviewees appreciated the proactive involvement of senior leaders in addressing operational challenges, citing examples where executives offered real-time feedback or joined client discussions to clarify service offerings.

6.7 Training and Professional Development

Many recruiters and associates reported ongoing training in areas like headhunting techniques, candidate engagement, and negotiation skills. They found cross-functional learning where employees briefly rotate roles or collaborate on different projects particularly valuable for broadening skill sets. Some suggested more formalized mentorship or external certification sponsorship (e.g., SHRM or CIPD) to further enhance professional growth.

6.8 Tracking Placement Success and Feedback

Grow n Excel maintains post-placement check-ins with both clients and candidates, usually one to three months after onboarding. This allows the firm to gauge job satisfaction, cultural fit, and performance alignment. Recruiters use this feedback to refine future searches and strengthen client relationships. Several interviewees stressed the importance of continuous improvement, noting that each placement cycle offers lessons for refining search benchmarks.

6.9 Challenges

6.9.1 Lack of Employees

From the interviews, it became clear that staffing shortages are affecting day-to-day operations. Employees often handle tasks outside their core responsibilities, leading to longer hours and occasional burnout. The shortage of specialized personnel, such as project managers or customer service agents, slows down project completion times. Some staff members expressed concern that ongoing understaffing could lead to higher turnover if not addressed promptly.

6.9.2 Outdated Devices

A recurring theme in the interviews was technology constraints caused by older hardware and software. Many employees reported slow computer performance and compatibility issues, which hinder productivity. Outdated devices struggle to run modern collaboration tools, complicating teamwork and file sharing. Interviewees unanimously agreed that upgrading to newer, faster devices would significantly improve efficiency and morale.

6.9.3 Ineffective Office Structure or Layout

When asked about the physical work environment, interviewees highlighted Open-plan layouts can be counterproductive for tasks requiring concentration. The lack of meeting rooms or quiet zones forces impromptu discussions in hallways, affecting confidentiality and focus. While some appreciate open spaces for team interaction, many suggested designated quiet areas.

6.9.4 Uncompetitive or Not Lucrative Salary

Several employees believe their salaries lag behind industry standards, affecting motivation and job satisfaction. Uncompetitive pay has led some colleagues to leave for higher-paying positions elsewhere. Many interviewees suggested performance-based raises or additional benefits (health insurance, bonuses) to better align with the market.

6.9.5 Lack of Marketing

Lastly, the organization's marketing efforts came under scrutiny, while referrals have worked in the past, employees believe a stronger digital marketing presence is now crucial for growth. Some noted that potential clients may not be fully aware of the company's services due to minimal online and social media engagement. Suggestions

ranged from hiring a dedicated marketing specialist to investing in targeted social media campaigns and search engine optimization.

Chapter 7:

Recommendation

1. Addressing Staffing Shortages

To alleviate the strain caused by understaffing, the company should consider conducting a thorough workforce analysis to identify the most critical roles and determine the number of new hires required. In the short term, offering temporary or contract-based support can help reduce the immediate burden on existing employees. Additionally, establishing clear job descriptions and specialized training programs will ensure that new and current staff members can fulfill their roles effectively, thereby minimizing burnout and reducing the risk of turnover.

2. Upgrading Devices and Technology

Investing in modern hardware and software should be a priority, as outdated technology frequently impedes productivity and collaboration. A phased upgrade plan can spread costs over time while ensuring the most critical areas such as customer-facing departments or project management teams receive immediate attention. The organization should also consider adopting cloud-based collaboration tools to streamline file sharing and real-time communication. Regular IT maintenance and support will help keep systems running smoothly and reduce downtime.

3. Improving Data Management Systems

A robust and centralized data management platform is crucial for accuracy and consistency across the organization. The company can start by mapping current workflows to identify bottlenecks and redundancies in data handling. From there, selecting an enterprise-level database solution or implementing a modern HRIS or CRM platform can help consolidate information. Comprehensive staff training on proper data entry and retrieval methods will further reduce errors, while role-based access controls can maintain security and data integrity.

4. Optimizing Office Layout and Structure

Balancing open workspaces with private or quiet zones is essential for accommodating both collaborative projects and tasks that require concentration. Converting underutilized areas into soundproof meeting rooms or designated focus spaces can help address noise concerns. Additionally, flexible seating arrangements and adjustable workstations can promote comfort and adaptability, encouraging employees to choose the setting that best suits their work style. Regular feedback sessions on office design can ensure that any adjustments align with employee needs.

5. Reviewing and Adjusting Compensation

To address concerns about uncompetitive salaries, the organization should undertake a market benchmarking exercise, comparing current pay scales and benefits with those offered by similar companies in the region. Performance-based incentives, such as bonuses or merit-based raises, can help reward top performers and motivate the broader workforce. Including additional benefits, like health insurance, professional development funds, or flexible work policies, can also improve retention and attract new talent. Regularly revisiting compensation structures ensures they remain competitive over time.

6. Strengthening Marketing Efforts

Enhancing the company's visibility in the market will likely require developing a more robust digital marketing strategy. This could include investing in social media campaigns, updating the company website, and implementing search engine optimization (SEO) to reach a wider audience. Hiring a dedicated marketing specialist or partnering with a reputable agency can bring fresh perspectives and specialized expertise. Encouraging employee advocacy where staff members share content and positive news about the organization can also broaden the company's reach through personal networks and word-of-mouth referrals.

Chapter 8: Conclusion

The internship at Grow n Excel proved to be a transformative experience for the intern, providing a comprehensive understanding of the recruitment and headhunting industry while shedding light on both operational and strategic challenges within the organization. During the internship, the individual had the opportunity to observe and actively participate in core HR functions, including talent acquisition, executive search, database management, and client coordination. Grow n Excel's structured approach to recruitment, particularly in headhunting, emphasized the importance of accuracy, industry-specific knowledge, and adaptability in sourcing top-tier candidates for a variety of roles. The organization's systematic process, strong industry connections, and reliance on data-driven decisions positioned it as a leading HR solutions provider in Bangladesh. One of the key insights gained was how the company utilizes its HRIS system to streamline candidate searches and maintain a competitive edge in the market. However, the intern also identified several operational challenges, such as a lack of sufficient staffing, outdated technological tools, limited marketing strategies, and salary structures that may not always be competitive with industry benchmarks. Despite these constraints, Grow n Excel's strong leadership, collaborative work culture, and focus on professional growth contribute to a positive organizational environment that encourages learning and development. The company's dedication to client service, through personalized attention, in-depth market research, and consistent post-placement feedback, further reflects its commitment to excellence in the HR industry. Additionally, the internship offered broader insights into industry trends, client satisfaction metrics, and the evolving dynamics of HR consultancy in Bangladesh. The intern observed that Grow n Excel maintains a proactive stance on data confidentiality, candidate benchmarking, and market responsiveness. Still, improvements in marketing efforts, database management, and employee retention strategies could elevate the company's overall performance and competitive positioning. Overall, the internship significantly enriched the intern's understanding of HR operations and talent acquisition practices. It also helped sharpen analytical thinking, communication, and problem-solving abilities—skills that will undoubtedly benefit future professional pursuits. The immersive experience within a fast-paced, dynamic HR environment not only deepened the intern's appreciation for the complexities of the

recruitment sector but also reinforced a strong interest in HRM, laying a solid foundation for a career in the field.

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Appendix

My role at Grow n Excel

As an intern, I was given many important tasks. The company trained us to be ready for future jobs, so I got to learn and do a lot. The workplace was very friendly and focused on learning and doing well. I never felt like just an intern—they treated me like a regular worker. Here are some of the tasks I did during my internship:

CV Sorting for Headhunting

CV sorting means looking through many resumes fairly to find the best people for a company's job needs. At Grow n Excel, we worked with companies to help them hire for different roles. When sorting resumes, we had to follow time rules: common jobs in 48 hours, less common jobs in 72 hours, and rare jobs in 1 week. My supervisor, Mr. Hritic, gave me many hiring jobs. For example, when Asian paints needed an Executive, I searched on BDjobs, LinkedIn, and Grow n Excel's own database. The client's document explained exactly what skills and experience they wanted. I used this to find the best matches. Then I made sure the candidate's education and work history fit the job. I picked 3 perfect matches and 2 partial matches for the client. All candidates had to come from different companies to keep things fair and diverse. After I gave the resumes to Mr. Hritic, he sent them to the client. Once they chose who they liked, I called those candidates to set up their interview time and date.

Mapping

There are so many candidates available in the job market, companies need a quick way to decide who to interview or who is more capable for this position. Mapping helps by pulling out important details from resumes, like skills, keywords, and work history. This makes it easier to organize resumes and compare candidates based on what the company needs. Mapping helped my team see each candidate's strengths, weaknesses,

and experience quickly. By arranging resumes in a clear format, we could easily pick the best fits for interviews. I sorted resumes into two types:

Long Mapping: Full details like name, contact info, current job title, past jobs, and education.

Short Mapping: Only basic info like name, contact info, current job title, one past job, and education.

Uploading Article

I helped with LinkedIn marketing by sharing posts about HR tips and management ideas. I also wrote short summaries of news articles about recent world events for learning and post it to the LinkedIn profile.

Branding

When my supervisor chose candidates for client interviews, I added the company logo and the current date to their resumes & also remove unnecessary information from the resumes. This process, called “branding,” helped make the resumes look professional and consistent with Grow n Excel’s style.

Database

During my internship, I was responsible for keeping the company’s candidate database up-to-date and organized. Whenever new resumes were received, I entered details like name, contact information, work experience, education, and skills into the database. I made sure all information was correct (e.g., phone numbers, job titles) to avoid mistakes. If a candidate got a new job or changed their contact details, I updated their profile in the database. This database helped the company save time when searching for the right

candidates for clients. It also ensured no important details were missed during the hiring process.

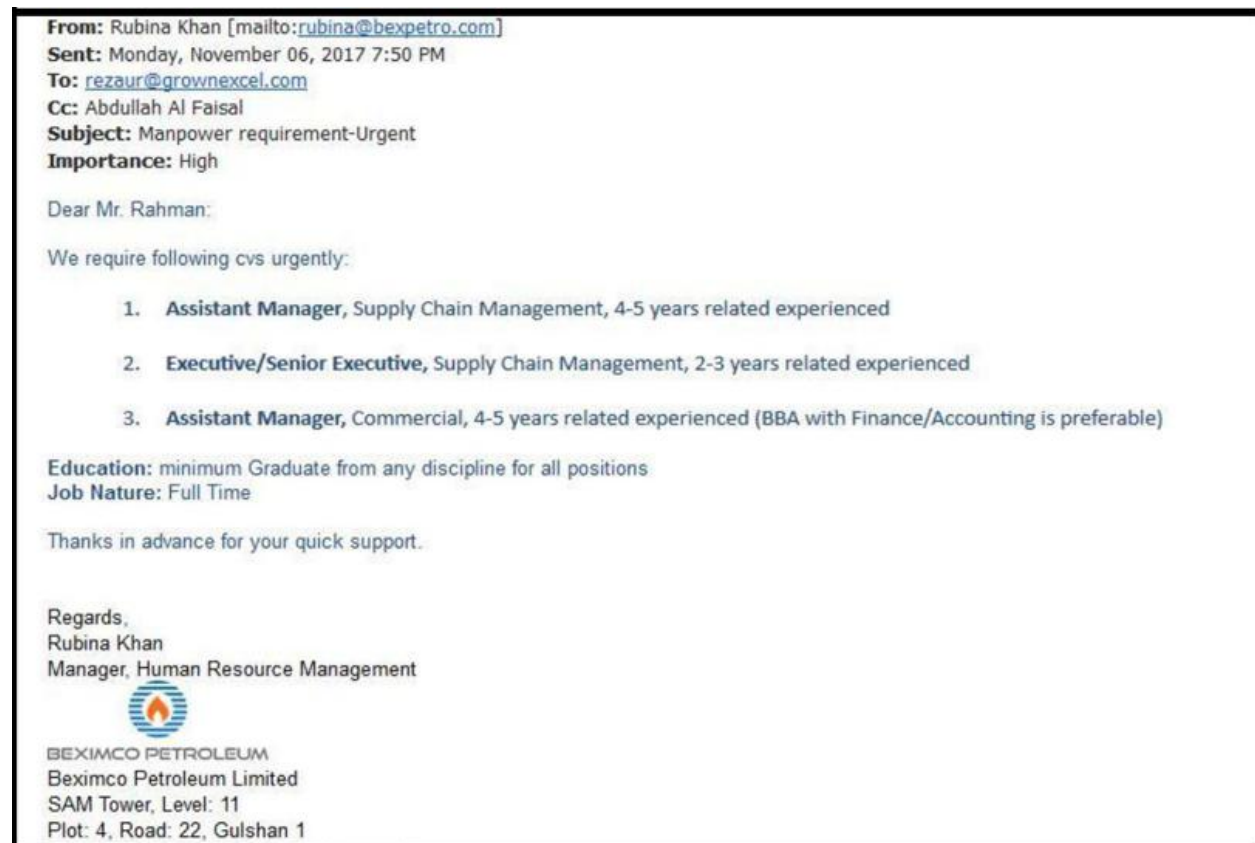


Figure 1: Client email for work order

BEXIMCO PETROLEUM

JD Supply Chain

Role:

Supply Chain Planning

Position: Executive/Sr. Executive

Key Responsibility:

Distribution Planning

- Daily Internal/External Distribution Plan
- Plant to Satellite/Customer, Satellite to Customer
- Empty cylinder, Filled Cylinder, Bulk LPG, Semi-bulk LPG

Production Planning

- Stock availability plan across locations in line with input availability & Production Plan

Imports Planning (Material Resource Planning)

- Prepare short term & long term production plan & translate the production plan into material plans for import (Cylinders, Valves, Gas, Oils etc.)

Customer Service Management

- Customer Service KPI management (PDP, Case-fill etc.)
- Customer stock availability & secondary sales tracking.

Sales & Operations meeting management:

- Conduct bi-weekly S&OP meeting with the sales organization to lock short term, midterm & long term forecasts.
- Measure the forecast error & bias & highlight persistent error/bias to address the forecast

Job Nature

Full-time

Job Location|

Dhaka

Figure 2: Job description

	A	B	C	D	E	F	G	H	I	J	K
1	Long Mapping on Head										
2	SL	Name	Contact Number	Total Year of Job Experience	Current Company	Designation and current duration	Job Experience 1 Details (Name of company, Last Designation, Duration)	Job Experience 2 Details (Name of company, Last Designation, Duration)	Job Experience 3 Details (Name of company, Last Designation, Duration)	Education	Remarks
3											
4	1	Abu Zafor Md Kibria	01715002201	20	Singer Bangladesh Limited	Head of Internal Audit, (December 2, 2009 - Continuing)	Altab Ahmad & Co., Manager, Audit & Assurance (January 1, 2007 - March 1, 2009)	Foresight Builders Limited, General Manager, Accounts & Finance (April 1, 2003 - October 10, 2006)	Eastern Progressive Shoe Industries Limited, Manager Accounts & Finance (January 1, 2000 - March 31, 2003)	University of Dhaka, Masters of Professional Finance, FCA	
5	2	Ahmed Zia Haider	01776197949	20	Bata Shoe Company (Bangladesh) Limited	Manager-Internal Audit (June 16, 2007 - Continuing)	Beximco Group (Textiles Division), Senior Executive (February 6, 2006 - June 15, 2007)	Neptunian Group (Textile Division), Officer, Sr. Officer (April 1, 2000 - January 31, 2006)	N/A	ACS, CA (KL), ITP, MBA University of Dhaka	
6	3	Ashish Kumar Paul	01911729301	24+	APEX HOLDINGS LIMITED	Head of Internal Audit (October 1, 2012 - Continuing)	Basu Banerjee Nath & Co. Chartered Accountants, Partner (January 1, 2011 - September 30, 2012)	Apex Holdings Limited, Head of Finance and Process Control (January 1, 2008 - December 31, 2010)	Apex Holdings Limited, Head of Manager (Accounts) (August 25, 2003 - December 31, 2007)	FCA, M.Com. National University, B.Com. (Pass) University of Dhaka	
7	4	Manna Mahadi	01940082511	12+	BRAC	Sr. Manager-Internal Audit, June 2016-Continuing	Kaz Software Ltd., Sr. Tax Analyst, April 2013 to June 2016	Octokhan Chartered Accountants, Manager (Audit, Accounting Service and Tax), Nov 2009 to March 2013	Grameen Telecom, Officer (Finance & Accounts), August, 2006 to July, 2007	MBA, BBA University of Dhaka	
8	5	Md. Lutfar Rahman	01717553595	13	Grameenphone Limited	Senior Specialist, Financial Accounting & Control, Finance (May 2016 - Present, Senior Specialist, Financial Audit, Internal Audit (November 2014 - April 2016)	Standard Chartered Bank, Bangladesh (July 2013 - October 2014)	Freelance Consultant (November 2012 - June 2013)	Fareast Islami Life Insurance Company Limited (September 2011 - November 2012)	FCA, ACMA (UK), CGMA, MBA, BBA (DU)	
9	6	Imtiaz Khan		14	Group Reedisha	Head of Internal Audit (October 2015 - Present)	Dong Bang Group CFO & Company Secretary (August 2014 - October 2015 (1 year 3 months))	United Group Senior Manager (November 2012 - July 2014 (1 year 9 months))	Opex & Sinha Textile Group DGM - Finance & Accounts (December 2011 - November 2012 (1 year))	FCA, ACA, BBA University of Dhaka	
10	7	Md. Esszul Islam		11	IPDC Finance	Head of Internal Audit & Compliance February 2017 - Present	BRAC, Head of Internal Audit (April 2016 - February 2017)	Sanofi Bangladesh Limited (Manager Financial Control) (October 2014 - March 2016)	Kallol Thai President Foods (BD) Ltd (Manager (Head of Finance) (August 2012 - September 2014)	ACA, BBA, MBA, University of Dhaka	
11	8	Mohammad Shakawat Hossain Bhuyan	01817184088	16+	Super Star Group Limited	Group Head of Internal Audit (General Manager), 17-Sept 2014 - Present	Robi Axiata Limited, General Manager Finance Division, 1-Mar 2013-16-Sept. 2014, General Manager, Internal Audit, April 2010-Feb. 2013	Airtel Bangladesh Ltd. Manager, Internal Audit, Risk Mgt. & Corporate Governance, 1-May 2007-31-March 2010	Rahman Rahman Huq, Chartered Accountants, Supervisor, Audit & Advisory Services, 3-May 2003 to 30-April 2007	ACMA, BBA, MBA, University of Dhaka	
12	9	Md. Abu Bakar Siddique	01730345115	11+	Marico Bangladesh Limited	Associate General Manager (July 1, 2015 - Continuing), Manager-Accounts (July 1, 2012 - June 30, 2015)	DHL Global Forwarding Bangladesh, In-charge, Inter-company Accounts (August 17, 2009 - June 30, 2012)	Marico Bangladesh Limited, Executive, (July 20, 2008 - August 13, 2009)	N/A	FCA, MBA University of Dhaka	
13	10	Md. Belal Hossain Chowdhury	01929921454	15+	PHP Family	Senior Manager (Internal Control) (August 2, 2008 - August 2, 2015)	Magura Group & Bangladesh Development Group, Senior Manager (Finance & Accounts) (February 2, 2007 - July 31, 2008)	Modhuban Group, Manager (Finance & Accounts) (March 1, 2002 - January 31, 2007)	N/A	CA, MBA-USTC, B Com-National University	

Figure 3: Mapping

MUHAMMAD KAMAL UDDIN

Address: Suit # B3, Kounik Noor Apartment, Nurur Chala, Vatara, Gulshan-2, Dhaka-1212,
Gulshan Model Town, Gulshan, Dhaka 1212
Mobile No 1: 01977098696
Mobile No 2: 01764118877
e-mail: kamal.uddin260969@gmail.com

Career Objective:

My objective is to deliver my best to satisfy my clients. I am dedicated and hard working. I will be very much active to meet the deadlines of your company.

Career Summary:

current 2 years Regional Sales Manager in Bangladesh Edible Oil Limited.
I was Lasting for 17 years in Nestle Bangladesh Limited & last designation was achieved as Area Sales Manager.

Special Qualification:

- | Acclaimed as Territory Officer of the year of Nestle Bangladesh Limited for the year of 2004, 2005, 2006 & 2007
- | STAR PERFORMER 2006 MILK-NIDO
- | Brand Champion of NIDO & NESCAFE for the year of 2006
- | STAR PERFORMER 2007 CULINARY-MAGGI

Employment History:

Total Year of Experience : 22.1 Year(s)

1. Regional Sales Manager (RSM) (February 19, 2017 - Continuing)

Bangladesh Edible Oil Limited

Company Location : Sylhet Division, Kishoregonj, B.Baria, Narsingdi, Cumilla (Partial)
Department: Sales & Marketing

2. Head Of Sales & Distribution (October 1, 2016 - January 31, 2017)

SB Distribution Limited

Company Location: Dhaka Metro
Department: Sales & Marketing

Duties/Responsibilities:

National Sales & Marketing team control and monitoring.

3. Area Sales Manager (May 1, 2013 - September 30, 2016)

Nestle Bangladesh Limited

Company Location: Khulna
Department: Sales

Duties/Responsibilities:

- Operate brand promotion activities & monitor the business progressions.
- Monitor Product penetration, analyze the reason behind & make the forward strategy.
- Ensuring outlet product availability & visibility
- Find out the key consumer & ensure there demand through quality business service.
- Establishment of category channel & analyzing the distribution channel visibility & opportunities.



Date of submission: 31st March, 2020

Figure 4: Branding

From: Roby Gonsalves [mailto:rgonsalves@grownexcel.com]
Sent: Wednesday, January 16, 2019 4:42 PM
To: manzurul@grownexcel.com; manzurulgne@gmail.com
Subject: KrisEnergy Ltd_Mechanical Technician_Interview Schedule

Dear Mr. Marzurul,

Here is the interview schedule of KrisEnergy Ltd. for the position of Mechanical Technician

KrisEnergy Ltd_Mechanical Technician_Interview Schedule on **17th January, 2019**
(Thursday)

Sl. No.	Name	Interview Time	Remarks
1	Md. Rashedul Islam Khan	12:00 PM	Confirmed
2	Md. Tanim Hosen.	02:00 PM	Confirmed

Thanks and Regards,

Roby Gonsalves
HR Trainee
grownexcel

Figure 5: Interview Schedule

 **M.Rezaur Rahman Razon** <rezaur@grownexcel.com> Nov 7   
to Rubina, manzurulgne, me 

Dear Rubina Apu,

Attached herewith are the resumes for your review. We are also working on the other positions and will share resumes ASAP.

Asst. Manager Commercial

- 01 Md. Moynuddin Hasan Masud
- 02 Mahmudur Rahman Sunny
- 03 Sk. Abu Selim
- 04 Md. Mushfiqur Rahman
- 05 Abir Chakraborti

-

-

Executive/Sr.Executive Supply Chain

- 01. Md. Nazim Uddin
- 02. Sahadat Hossain
- 03. Shubhashis Gupta Shuvro

Please let me know for any query!

-

Thanks & Regards,

M. Rezaur Rahman

Sr. HR Associate - Talent Acquisition

grow n excel

Human Resources & Management Consultants

House # CWS (B) – 6, Road # 33

Gulshan -1, Dhaka – 1212

Mobile: **+880 1799 38 75 73**

Tel: **+ 880(2) 8813388**

Fax: **+ 880 (2) 8814343**

www.grownexcel.com



Figure 6: Talent Pool Share

Interview Question

- How would you describe the typical process for receiving and distributing job descriptions among the headhunting team?
- What do you consider the biggest challenges in identifying high-quality candidates for specialized or senior-level roles?
- Could you explain how the HRIS system supports your day-to-day tasks, and what improvements you would recommend?
- What role does collaboration play in your daily operations, and how would you characterize the company culture?
- In your opinion, how does Grow n Excel maintain its reputation in the market, and what factors contribute to client satisfaction?
- How does leadership communicate strategic goals and expectations to the various teams, including headhunting?
- Which areas of professional development or training do you find most valuable for employees involved in headhunting?
- What processes are in place to track the success of candidate placements and gather feedback from both clients and candidates?
- In your opinion, does the company have enough staff to handle its current workload? How has this impacted your daily responsibilities?
- Could you describe your experience with the company's hardware and software? Do you feel that the technology here is up to date, or do you face any challenges?
- How would you rate the company's database or data management system? Does it help you in your work, or do you find it hinders your productivity?
- What are your thoughts on the office layout? Does it promote collaboration and efficiency, or are there areas that need improvement?
- Do you feel the current compensation package reflects the work you do and the industry standards? What effect does it have on staff morale and retention?
- In your view, is the company's marketing strategy effective? What changes or improvements would you suggest to increase brand visibility and attract more clients?