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| **Robiul** **Robiul.363190@2freemail.com** |

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| https://ci6.googleusercontent.com/proxy/_JExRm5MwvRhIkrTC2rUOjE6qKiXWkT2BKRx-151u1WnAo7cYhOPZ0hB8iYcxs9tyMnvXXAYe6qiHgLZq5nCbaOVSfD2Z2S7ZWPrQgGAMyYf=s0-d-e1-ft#http://my.bdjobs.com/photos/800001-825000/33813623d2y3c.jpg |

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| **Career Objective:** |
| 18-year professional background in people management, process development, service monitoring, quality assurance, call center service and training. |

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| **Career Summary:** |
| Managing human resource and office administrative works. Recruiting, Termination, Salary and Wages Negotiation, Payment of bills, ensuring employee benefits, ensuring availability of skilled workforce at any point of time are the core jobs at HRM part and making sure of availability of raw material, stationary and other office needs and delivery to the needed end.Evaluating Customer Managers' telephony transactions and providing feedback.Developing internal process for Quality Assurance.Started with Customer Demographic Manage where I used to work with documentation of customer demographic data (electronic achieving and manual QC).Then started working in a part of SME sales team in Lead Management Hotline. |

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| **Special Qualification:** |
| Used to develop teaching material and instruct for IELTS preparatory courses and Spoken English courses in Saifur`s and Bhuiyan Academy. |

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| **Employment History:** |
| **Total Year of Experience :** 18.3 Year(s) |
| 1. | Manager ( November 1, 2012 - Continuing) |
|   | **V Studio**Department:HR & Admin***Duties/Responsibilities:***Human resource managerRecruiting skilled personnel. Negotiating salary and wages. Ensuring additional benefits like health insurance. Terminating when suitable. Admin Ensuring availability of quality materials for everyday work. Making requisitions for needed material. Making sure of raw materials distribution to destined workstations. Maintaining vouchers.  |
| 2. | Executive ( November 16, 2006 - September 22, 2012) |
|   | **Multinational Telecom Company**Department:Customer Service***Duties/Responsibilities:***Quality SpecialistEvaluating Customer Managers telephony transactions and providing feedbacks.Developing internal process for Quality Assurance.2006 November 16th 2009 June 25th Customer ManagerStarted with Customer Demographic Manage where I used to work with documentation of customer demographic data (electronic achieving and manual QC).Then started working in a part of SME sales team in Lead Management Hotline.After that Lead Management team was merged with Call Center Business Segment and since then before the joining in Quality Assurance, served customers. |
| 3. | English Lecturer ( February 2, 2005 - November 15, 2006) |
|   | ***Duties/Responsibilities:***Training people to better in IELTS test modules by extensive training and proper guidance. Preparing and updating course materials were periodic jobs. |
| 4. | English Lecturer ( 1st January 1999 - January 31, 2005) |
|   | **Bhuiyan Computers Ltd.** |
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| **Academic Qualification:** |
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| **Exam Title** | **Concentration/Major** | **Institute** | **Result** | **Pas.Year** |
| MBA  | Human Resource Management  | Stamford University Bangladesh  | CGPA:3.38out of 4  | 2012  |
| B Com (Pass)  | Commerce  | Tejgaon College  | Second Class, Marks :46.7%  | 1998  |
| HSC  | Science  | University Laboratory School and College, Dhaka  | Second Division, Marks :49.9%  | 1995  |
| SSC  | Science  | Dhanmondi Govt. Boys' High School, Dhaka  | First Division, Marks :75.4%  | 1993  |

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| **Training Summary:** |
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| **Training Title** | **Topic** | **Institute** | **Country** | **Location** | **Year** | **Duration** |
| Quality Analyst  |   | QAI Global  | Bangladesh  |   | 2010  | 2 days  |

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| **Specialization:** |
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| **Fields of Specialization** | **Description** |
|  Human Resource Management and Administration |  Recruiting, training, terminating resources. Developing process. Identifying shortcomings of employee through monitoring and evaluation. Resolving those issues through counseling and training, if needed. Managing projects. |
| Telecommunication Service | Have been a Call Center agent for 3 years and also worked as Support for Voice of Customer management. 2 years experience in Quality Assurance. Also gave training on soft Skills. |
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| Training | Developing people’s English speaking, listening, reading and writing ability through techniques and practice. Ability to understand people’s need and design the sessions accordingly were the key to developing their skills. |

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| **Language Proficiency:** |
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| **Language** | **Reading** | **Writing** | **Speaking** |
| English | High | Medium | High |
| Bangla | High | High | High |

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