

Last Updated : **April 22, 2018**

## **MOHAMMAD ZUBAIR AHAMED**

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### **Career Objective:**

Looking for a challenging position in a well known Organization to utilise my skills and knowledge. my strong work ethics, commitments and skills are fully geared of quality services.

### **Career Summary:**

I have a working experience with a SB Tel Enterprises of Symphony Smile as Technical In-Charge under the EDISON Group. I have a working experience with a solar Home system , ICS (Instant Cooking Stove) & Bio gas plant as Branch Manager, Grameen Shakti. I have A working Computer Hardware & Software Maintains, Mobile Hardware & Software as a Executive Engineer, INVENT IT.

### **Special Qualification:**

Advance Networking Plus Course, Mobile Hardware & Software Engineering, Computer Hardware & Software Maintenance.

### **Employment History:**

**Total Year of Experience : 9.8 Year(s)**

#### **1. Assistant Technical Manager \_ Technical Service. ( November 29, 2017 - Continuing)**

##### **Grameen Telecom (GTC)**

Company Location : Dhaka

Department: Nokia Service Operation

##### **Duties/Responsibilities:**

01. Drive & Ensure proper Training and Development of Engineers within region as per Company Guideline .
02. Maintain error free & quality feedback within predefined timeline from respective Branch.
03. Maintain the daily work report & submission to the higher management.
04. Follow up error free Daily, weekly & monthly reports & share development scope from Branch
05. Ensure timely coordination with other departments in Head Office to ensure smooth CC operation.
06. Plan and ensure best utilization of engineer to reach output target and take action plan to mitigate ongoing challenges.

#### **2. Customer Care Technical In-Charge ( January 2, 2011 - August 7, 2017)**

**EDISON Group**

Company Location : Dhaka

Department: Customer service ( Circle \_1)

**Duties/Responsibilities:**

01. Drive & Ensure proper Training and Development of Engineers within region as per Company Guideline .
02. Working as local interface for Admin, IT & HR .
03. Establish 2nd line in respective role of CC Operation.
04. Maintain error free & quality feedback within predefined timeline from respective Region.
05. Ensure ERP Operation/Necessary ERP input as per central plan and guidelines.
06. Plan and ensure best utilization of engineer to reach output target and take action plan to mitigate ongoing challenges.
07. Ensure timely coordination with other departments in Head Office to ensure smooth CC operation.
08. Follow up on error free daily, weekly, monthly reports & share development scope from Engineers.
09. Ensure Repair tools management.
10. I was following the Troubleshooting of Computer Hardware, Software, and inter PC networking (LAN) in our Branch.

**3. Branch Manager ( January 7, 2010 - December 31, 2010)****Grammen Shakti**

Company Location : Dhaka

Department: Solar Home System & Bio Gas Plant

**Duties/Responsibilities:**

- 1.Ensure sales target of Solar Home system , ICS (Instant Cooking Stove) & Bio gas Plant.
- 2.Drive & Ensure proper Training and Development of Engineers within region as per Company Guideline.
- 3.Worked as a Local interface of Admin, HR and IT.
- 4.Establish 2nd line in respective role of Branch Operation.
- 5.Maintain error free & quality feedback within predefined timeline from respective Branch.
- 6.Plan and ensure best utilization of engineer and Branch Executives to reach output target.
- 7.Ensure timely coordination with other departments in Head Office to ensure smooth Branch operation.
- 8.Follow up error free Daily, weekly & monthly reports & share development scope from Branch.
- 9.Ensure Repair tools management.
- 10.Maintain the daily work report & submission to the higher management.

**4. Executive Engineer ( January 1, 2009 - December 31, 2009)**

## **Invent IT**

Company Location : Sylhet

Department: Engineer Training & Developement.

### **Duties/Responsibilities:**

1. Repair mobile handsets (software and hardware both); Alignment and trouble shooting of mobile handsets up to level-4.
2. Plan and ensure best utilization of engineer to reach output target and take action plan to mitigate ongoing challenges.
3. Drive & Ensure proper Training and Development of Engineers within region as per Company Guideline.
4. Follow up on error free daily, weekly, monthly reports & share development scope from Engineers.
5. I was following the Troubleshooting of Computer Hardware, Software, and inter PC networking(LAN) in our Branch.

### **Academic Qualification:**

Exam Title	Concentration/Major	Institute	Result	Pas.Year	Duration	Achievement
Bachelor of Science (BSc)	Electronics and Telecommunication Engineering	Sylhet International University, Sylhet	CGPA:2.81 out of 4	2016	4 years	Passed
Diploma Engineering Of Electronics Technology	Electronics Engineearng	Sylhet Polytechnic Institute	CGPA:3.58 out of 4	2009	4 years	Passed
SSC	Humanilites	Syed Qumruzzaman High School	CGPA:3.75 out of 5	2005	2 Years	Passed

### **Training Summary:**

Training Title	Topic	Institute	Country	Location	Year	Duration
Advance Networking Plus Course,Basic Networking Course.	LAN,WAN,MAN,BRIDGE,	Sol BD	Bangladesh	sylhet	2008	1 year
Computer Hardware Maintenance & Troubleshooting Course.	Hardware Maintenance	Invent IT	Bangladesh	Sylhet	2008	6 Month
Mobile Hardware Maintenance & Troubleshooting Course.	Hardware Maintenance	Invent IT	Bangladesh	sylhet	2008	6 Month
Computer Software Maintenance & Troubleshooting Course.	Software Maintenance	Invent IT	Bangladesh	Sylhet	2008	6 Month
Mobile Software Maintenance & Troubleshooting Course.	Software Maintenance	Invent IT	Bangladesh	Sylhet	2008	6 Month

### **Professional Qualification:**

Certification	Institute	Location	From	To
"Mobile Phone Troubleshooting & Repairing" Certificate (2017).	Edison Group	Dhaka	May 1, 2017	July 2, 2017
Ã~Â¶Â¶ Leadership, Team Building & Effective Communication (2016).	Edison Group	Dhaka	February 2, 2016	March 1, 2016

### **Career and Application Information:**

Looking For : Mid Level Job  
 Available For : Full Time  
 Present Salary : Tk. 34000  
 Expected Salary : Tk. 25,000  
 Preferred Job Category : Customer Support/Call Centre, HR/Org. Development  
 Preferred District : Brahmanbaria, Dhaka, Habiganj, kishoreganj, MoulaviBazar,  
 Mymensingh, Narayanganj, Narsingdi, Sunamganj, Sylhet  
 Preferred Organization Types : Wholesale, Advertising Ageny, Event Management, IT  
 Enabled Service, ISP, Govt./ Semi Govt./ Autonomous body,  
 Engineering Firms, Immigration & Education Consultancy  
 Service, Direct Selling/Marketing Service Company,  
 Indenting Firm, Electronic Equipment/Home Appliances,  
 Group of Companies

### **Specialization:**

Fields of Specialization	Description
<ul style="list-style-type: none"> <li>• Telecommunication Service</li> <li>• IT Support Service</li> <li>• Logistic Service</li> <li>• Mobile phone repairing</li> <li>• Customer Support/ Client Service</li> <li>• Training &amp; Development</li> <li>• Technical Training</li> <li>• Operations &amp; Maintaine</li> <li>• Technical Audit</li> <li>• Commercial Support</li> </ul>	Hard working person For Telecommunication Service. I was very Sincere for my work.I have skilled in Office program C.Excellent team worker.

### **Extra Curricular Activities:**

I have done course of Official Package, Internet Surfing, Software knowledge, Operating System, & Networking. I have done course of E-mail,Networking & Internet browsing. Knowledge of accounting system and Procedures.

### **Language Proficiency:**

Language	Reading	Writing	Speaking
English	High	High	Medium
Bangla	High	High	High
Hinde	Low	Low	Medium

### **Personal Details :**

Father"s Name : MOHAMMAD OBAIDUR RAHMAN  
 Mother"s Name : MINARA AKTHER  
 Date of Birth : July 20, 1988  
 Gender : Male  
 Marital Status : Married  
 Nationality : Bangladeshi  
 Religion : ISLAM  
 Permanent Address : Village: Bangautha, P.O: Chaportala, P.S:Nasirnager,  
 Dist:Brahammanbaria.  
 Current Location : Dhaka

**Reference (s):**

	<b><u>Reference: 01</u></b>	<b><u>Reference: 02</u></b>
Name	: A.A.M Ashrafuzzaman Faruki	Md: Mostafizur Rahman
Organization	: EDISON Group	Grameen Telecom
Designation	: Customer Care Incharge	Director, Head of Customer Service Divison.
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Relation	: Professional	Professional

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