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MOHAMMAD TASNIM FARID

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Career Objective:

To develop career in a challenging & higher management level in a winning team, wherein I can make meaningful contribution & add value through my professional excellence.

Career Summary:

I have more than 6 years of experience in different business areas, out of which 4 yearsâ experience in Telecommunication & Mobile phone industry. Presently I am working at Oppo Bangladesh Communication Equipment Company Ltd. In these years I have gained sufficient knowledge in Customer Service Operation, Warehouse Management, Nationwide Distribution, Management Information System etc.

Special Qualification:

- â Service, Distribution related reporting and other Confidential reporting.
- â Customer Service Operation and Monitoring.
- â Warehouse Management and Countrywide Distribution of Products.
- â Sales, Service and employee performance analysis.

Employment History:

Total Year of Experience : 8.0 Year(s)

1. Manager - After sales service (August 12, 2017 - Continuing)

Oppo Bangladesh Communication Equipment Company Ltd. (Oppo Mobile)

Company Location : House 34, Road 1, Block A, Niketon, Gulshan 1, Dhaka 1212.

Department: After sales service

Duties/Responsibilities:

1. Monitor Customer Service Centers all across Bangladesh.
2. Ensure Customer Satisfaction all around Bangladesh through service centers, call centers etc.
3. Coordinate Warehouse , MIS, QC, L4, service center and call center.
4. Auditing entire service department.
5. Check and analyze all Daily , weekly and monthly reports

2. Assistant manager, After sales service & MIS. (May 11, 2016 - August 8, 2017)

Daffodil Computers Ltd, (Lephone).

Company Location : Dhanmondi, 32.

Department: Sales & Service

Duties/Responsibilities:

- o Sales, Service, Distribution related reporting.
- o Monitoring and Controlling of all Customer Care of Bangladesh.
- o Managing & auditing the entire after sales Service operation.
- o Analyzing Daily Reports, TAT Reports , Customer satisfaction reports, DOA/DAP reports every day.
- o ERP software implementation and maintenance.
- o Coordination between Sales, Service, Warehouse, Distribution Departments.
- o Monitoring the authenticity of different bill & voucher, Travel allowance etc.
- o Arrange Training and workshop for Employees and develop their Skills.
- o Manage all supports from all departments to give better Customer support.
- o Prepare employee performance and evaluation sheet quarterly and Yearly.
- o Monitoring Inventory management of service Spare parts and Central warehouse.
- o Preparation of BTRC documents for taking NOC certificate for Products.
- o MIS
- o Monitor admin related work (Employee attendance, Personal file, offer letter, Appointment letter, confirmation letter, transfer letter etc.).

3. In-Charge, Customer Care Operation (August 1, 2013 - February 18, 2015)

EDISON Group(Symphony Mobile).

Company Location : House-26, Road no-07, Niketon, Gulshan-01, Dhaka-1212

Department: Customer Service Operation.

Duties/Responsibilities:

- o Supervise all employees within the care center.
- o Prepare Daily Activity report, QC report, productivity report, bounce report and Spare Parts stock report.
- o Ensure the Care Center with all logistic & administration support..
- o Maintain ERP software.
- o Ensure customer satisfaction by providing reliable, prompt and friendly service.
- o Arrange Dealer Meeting, Sales and Service meeting Regionally.
- o Prepare commercial documents within the Brunch.
- o Monitor employee activity (Attendance , petty cash, Stock consumption).

4. Business Development, Senior Executive. (February 1, 2012 - July 25, 2013)

Systems & Services Limited (SSL).

Company Location : House-40, Road-7B, Block-H, Banani, Dhaka- 1213.

Department: Business Development,

Duties/Responsibilities:

- o Market survey and analyzing the trends of relevant business area..
- o Maintaining necessary and Distribution channels. Correspondence with stake holders..
- o Controlling the sales routes.
- o Find the way to increase customer and improve customer services.

5. Customer Support Engineer. (July 8, 2009 - January 27, 2012)

QUBEE

Company Location : Update Tower, Level 14, Sector6, Uttara.

Department: Customer Service.

Duties/Responsibilities:

- o Customer service planning.
- o Customer service policy development.
- o Customer database file maintenance
- o Technical support about installation and Qubee internet services.
- o Troubleshoot of Qubee internet services and modem.
- o Attracts potential customers by answering product and service questions.

Academic Qualification:

| Exam Title | Concentration/Major | Institute | Result | Pas.Year | Duration | Achievement |
|-------------------------------------|---|--|-------------------------|----------|-----------|--------------------------------|
| B.Tech, Electronics & Communication | Electronics and Communication Engineering (ECE) | Uttar Pradesh Technical University, U.P. India. [Foreign Institute] | First Class, Marks :67% | 2009 | 2005-2009 | Indian Government Scholarship, |
| HSC | Science | Govt. Science College | CGPA:4.8 out of 5 | 2004 | 2002-2004 | - |
| SSC | Science | Govt. Laboratory High School | CGPA:4.38 out of 5 | 2002 | 1992-2002 | - |

Training Summary:

| Training Title | Topic | Institute | Country | Location | Year | Duration |
|---------------------------------|--|----------------------|------------|----------|------|----------|
| Basic programming using LabVIEW | Designing virtual instrumentation,Electronics. | Atomic Energy Centre | Bangladesh | Dhaka | 2008 | 2 Months |

Professional Qualification:

| Certification | Institute | Location | From | To |
|---------------|-----------------|-------------------|---------------|---------------|
| IELTS | British Council | Dhaka. Fular road | April 8, 2017 | April 8, 2017 |

Career and Application Information:

Looking For : Mid Level Job
Available For : Full Time
Present Salary : Tk. 38000
Expected Salary : Tk. 12,000
Preferred Job Category : General Management/Admin, IT/Telecommunication, Production/Operation
Preferred District : Anywhere in Bangladesh.
Preferred Country : United Kingdom, United States, Australia, Canada
Preferred Organization : Telecommunication, IT Enabled Service, ISP, Multinational Companies, Embassies/Foreign Consulate, Electronic Equipment/Home Appliances, Group of Companies, Mobile Accessories, Cellular Phone Operator
Types

Specialization:

| Fields of Specialization | Description |
|--|--|
| <ul style="list-style-type: none">• Electrical/ Electronics• Quality Control/ Inspect• Supervisor• Branch Management• Business Development• Customer Support• IT Support Service• Administration• management information• Distribution/ Supply Chain Management | Self-confident & positive, Ability to work efficiently under pressure, Ability to work in teams & maintain effective communication, knowledge of IT, Problem solving & interpersonal skills, Sales & Service planning and Controlling, Optimistic. |

Extra Curricular Activities:

1. Motivational Speaking , 2. Video and Content Developing

Language Proficiency:

| Language | Reading | Writing | Speaking |
|----------|---------|---------|----------|
| English | High | High | High |
| Bangla | High | High | High |

Personal Details :

Father"s Name : Mohammad Farid Uddin
Mother"s Name : Sabiha Tunnesa
Date of Birth : August 10, 1987
Gender : Male
Marital Status : Married
Nationality : Bangladeshi
Religion : Islam
Permanent Address : 20 Greenway (1st floor), Moghbazar, Dhaka-1217
Current Location : Dhaka

Reference (s):

| | <u>Reference: 01</u> | <u>Reference: 02</u> |
|--------------|---|-----------------------------|
| Name | : Md Anowar | Muhammad Toufiqul Islam |
| Organization | : Oppo Bangladesh | Daffodil Computers Ltd |
| Designation | : Technical Manager | Head, Mobile Business |
| Address | : House 34, Road 1, Block A, Niketon, Gulshan 1, Dhaka | 64/3 Lake circus, Dhaka. |
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| Relation | : Professional | Professional |
