

Last Updated : **February 9, 2016**

## **RUBAYED SIDDIKI**

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### **Career Objective:**

To acquire a challenging position in an organization which values their personnel by maintaining a good healthy professional relationship and where my vast expertise on customer service along with my engineering educational knowledge can be utilized.

### **Career Summary:**

Customer Service Executive :

Energetic customer service professional with 8 years of experience and a track record of working well without supervision. Proficient in conferring with customers and deliver high customer satisfaction.

Professional Profile:

Accomplished managerial training splendidly at world famous Transport for London (TFL).

Performed as a customer manager in the world class UK's leading supermarket Sainsbury's.

Proud salaried volunteer in the London Olympic 2012.

### **Special Qualification:**

Trainings attained in

• Health and safety awareness.

• Fire safety and evacuation.

• Customer service and support.

• TFL core values and behaviours.

• World class public transit service for a world class city.

TFL authorised CSA license holder.

### **Employment History:**

**Total Year of Experience : 8.6 Year(s)**

**1. Customer Service Assistant ( February 1, 2013 - February 27, 2015)**

**Transport For London**

Company Location : London, UK

Department: Underground Tube

**Duties/Responsibilities:**

Making sure that transport services are available, transport operation meets its performance and safety targets, monitoring it and reporting to senior management. Writing clear reports and presenting options and recommendations to clients and senior management.

Advising customers with ticketing, journey plan, and fast route finding, helping disabled and elderly.

Crowd and station control in football and cricket games like FA cup, T20 World cup EPL etc.

Managing and supervising staffs, provide training and rotation of duties, manage big team of employees for big events like Notting Hill carnival in London which is the biggest carnival in Europe.

Ensuring that all operations are carried out in accordance with UK and European Union laws and regulations, particularly relating to health and safety.

Minimising disruption and resolving any unscheduled delays, having to make decisions in difficult situations; provide fast aid, evacuation of stations if needed.

Meeting passengers and customers to deal with complaints and areas of concern.

Using IT systems for tasks such as timetabling and managing usage flows.

**2. Customer Support Executive ( July 1, 2012 - September 30, 2012)****London Olympic and paralympic 2012**

Company Location : London, UK

**Duties/Responsibilities:**

Provide outstanding hospitality to the world's most famous game the Olympic and paralympic 2012. Help guests from all over the world to find proper route, do's and don'ts, arranging them according to needs, crowd control, crowd flow measurement, crowd handling as well as supply of goods to volunteers to provide exceptional customer service. Working on the venue with 1.5 million customers for the whole duration of the Olympic and providing them individual help and support to maintain world class standard etc.

**3. Customer Manager ( October 1, 2010 - January 31, 2013)****Sainsbury's**

Company Location : London, UK

**Duties/Responsibilities:**

Set and achieve the highest standards in retail execution.

Deliver customers with outstanding customer service.

Assist in the interviewing, training, development and counselling processes of all Team Members in a manner which builds and sustains a high performing team and minimizes turnover.

Establish and maintain a positive work environment, which encourages an exceptionally high level of Team Member morale.

Manage inventory and pricing to achieve required margin and labour targets.

Develop and maintain creative store layout and product merchandising to support the regional and national WFM vision.

Manage and provide accurate weekly, monthly and annual management reports.

Report directly to higher authority.

**4. Customer Manager ( December 1, 2008 - October 28, 2010)**

**McDonald`s**

Company Location : London, UK

**Duties/Responsibilities:**

Responsible for :

Food Safety,  
Internal Communication,  
Inventory Management,  
Daily Maintenance and Cleanliness,  
Managing Crew,  
Quality Food Production,  
Exceptional Customer Service,  
Safety and Security,  
Scheduling,  
Training and  
Maintain good company values.

**5. Support Engineer ( November 1, 2006 - October 30, 2008)****Paradise Systems**

Company Location : Shantinagar, Dhaka

**Duties/Responsibilities:**

Provide customer service.  
Installing and configuring new software and hardware.  
Installation and maintenance of Local Area Network, wide area network etc.  
Finding and fixing network faults.  
Giving technical support to people who use the network.  
Providing training on new systems.  
Carrying out day-to-day administration and monitoring of network use.  
Planning and implementing future developments.  
Clients were Leading Insurance, textile, garments industries and Embassy.

**Academic Qualification:**

Exam Title	Concentration/Major	Institute	Result	Pas.Year
MSc in Telecommunications	Telecommunication	East West University	First Class, Marks :3.28%	2008
BSC in Computer Science and Engineering	Computer Science & Engineering	The University of Asia Pacific	Second Class	2006
PGD MS in Mobile and Personal Communications	Telecommunications	King`s College London [Foreign Institute]		2011
HSC	Science	Govt. Debendra College Manikganj	First Division	2001
SSC	Science	Manikganj Govt. high School	First Division	1999

**Career and Application Information:**

Looking For : Mid Level Job  
Available For : Full Time  
Expected Salary : Tk. 20,000  
Preferred Job Category : Customer Support/Call Centre  
Preferred District :  
Preferred Organization :  
Types

**Specialization:**

Fields of Specialization
• Administrative/ Executive

**Language Proficiency:**

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

**Personal Details :**

Father"s Name : MD Monsur Ali Biswas  
Mother"s Name : Kazi Halima Begum  
Date of Birth : November 7, 1984  
Gender : Male  
Marital Status : Married  
Nationality : Bangladeshi  
Permanent Address : Charmaizkhara, Boikunthapur, Ghior, Manikganj  
Current Location : Dhaka

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