

Riyadh-Bin-Shahid

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Objective:

To develop expertise in a challenging and responsible position by utilizing my talent and giving the best of my efforts for the development of the organization and be a successful representative of the organization.

Professional Experience:

❑ Company Name: Electro Solar Power Ltd.

- **Position:** Sr. Engineer
- **Department:** Sales & Marketing
- **Job Duration:** June 01, 2017 to till date.
- **Job Responsibility:**
 - Screening of the possible tenders from the registered sites.
 - Preparation of technical and price bids after getting technical details of catalogs from the concerned specialty.
 - Preparation of general certificates as asked in the tender as well as upload the documents online in case of e- submission.
 - Responsible for preparation of bids to final submission of the tenders.
 - Taking care of the renewals, certification, and requirement for submission of online tenders.
 - Responsible for developing technical and commercial solutions on different types of Solar Energy Systems, Batteries, Rectifiers, Transmission Lines, Substation's Equipment etc.
 - Implementing/commercialization of the new projects as per demand.
 - Preparing of project quotation/proposal.
 - Budgeting and maintaining financial records.
 - Emergency Troubleshooting.
 - Inter communicate with other departments to establish successful projects.
 - Coordination with clients both Government & Non-Government (like RAJUK, RAB, BEPZA, BPDB, PGCB, REB, BADC, Robi, Banglalink, GP etc.) with Government for increasing the chance of business as well as vendor registration.

❑ Company Name: Airtel Bangladesh Ltd.

- **Position:** Product Analyzer
- **Department:** Service Experience Department.
- **Job Duration:** April 15, 2014 to March 31, 2017.
- **Job Responsibility:**
 - Monitoring collection to minimize bad debt/financial exposure.
 - Supervising a call center for maximizing the company's revenue.
 - Communicate with corporate/high value client regarding service.
 - Try to resolve the customer technical/general complain.

- Analysis different types of data as per business requirements.
- Try to resolve bill/service-related complexity.
- ❑ **Company Name: Digicon Technologies Ltd.**
 - **Position:** Product Analyzer
 - **Department:** Customer Service (Samsung Bangladesh).
 - **Job Duration:** July 27, 2013 to April 14, 2014.
 - **Job Responsibility:**
 - Manage Customer Call by technical and general support.
 - Manage troubleshooting processes.
 - CONVINC client to buy our product over the phone
 - Provide information about Services, Offers & Benefits.
 - Create Report from customer feedback
 - Preparing roster schedule, daily/weekly basis

Educational background:

2016-17	Southeast University
MBA, Major in MIS (3.31 in scale of 4)	
2009-13	American International University Bangladesh- AIUB
B.Sc. in Electrical & Electronics Engineering (3.29 in scale of 4)	
2008	St. Joseph Higher Secondary School
Higher secondary certificate in Science (4.00 in scale of 5)	
2006	Dhaka Govt. Muslim High School
Secondary school certificate in Science (4.94 in scale of 5)	

Thesis work:

Title: Design and Simulation of a Robot to Avoid Obstacles
Under the supervision of,

Ms. Zeenat Afroze & Dr. Mohammad Abdul Mannan
 Faculty of Engineering
 American International University-Bangladesh (AIUB)

Technical Skills:

Have knowledge on-

- Programming Language: C, C++,
- Software tools and Application Software: MATLAB, PSPICE, Microsoft Office package, Auto CAD, my SQL.

Self – Assessed Qualities:

- Effective communication skills.
- Positive service mindset with helping attitude.
- Ability to work under pressure.
- Have the ability to work independently as well as in team.
- Posses' analytical abilities of problem solving.
- Expertise in data analysis and reporting.
- Basic computer literacy and knowledge in office applications.
- Capable of using Internet effectively and efficiently.

Language Proficiency:

Strong command over both spoken & written communication in English and Bengali.

Interests:

Surfing on internet, Gaming, Travelling and Any kind of challenging & creative work.

Trainings & Achievements:

- Completed Basic Driving Training from BRTC.
- Received IEB Membership.

Personal Information:

Fathers Name : A.K.M. Shahidul Haque
Mothers Name : Syeda Selina Haque
Date of birth : 19th June'1990
Nationality : Bangladeshi
Permanent Address : 44-45 Hrishikes Das Road, Flat#C-3, Laxmibazer, Dhaka-1100.
Passport No : BE0154403
National ID No : 282 269 1412
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Reference:

# Engr. Shamim Uz Zaman Aircraft Engineer Saudi Arabian Airlines System Maintenance, H.S.I.A. Dhaka. Phone: 02-8901816(off)	# Jafry Shamim Chief Service Officer Digicon Technologies Ltd. Contact No: 01610001005
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Certification:

To the best of my knowledge I hereby proclaim that all the information mentioned here are correct.


Riyadh-Bin-Shahid