

**CURRICULUM VITAE
OF
SHARIYAR MASUD KHAN**

Personal Information:

Name	:	Shariyar Masud Khan
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Date of birth	:	25 October 1968

Educational Background:

Passed S.S.C. (Secondary School Certificate) Examination in Science Group from St. Gregory's High School, Dhaka, Bangladesh in the First Division in 1983.

Passed H.S.C. (Higher Secondary Certificate) Examination in Science Group from Notre Dame College, Dhaka, Bangladesh in the First Division in 1985.

Completed M. Sc. (5 years program that included Bachelor degree) in Computer Engineering from the Georgian Technical University, Tbilisi, Georgia securing 4 in a 5 point scale in 1992.

Professional Training:

- Attended a 3-Week long intensive training course on 'Marketing Management' organized by MCP, Institute of Business Administration, The University of Dhaka, Bangladesh in May 1994.
- Attended a full day seminar on 'ISO 9000' organized by the Dhaka Chamber of Commerce & Industry (DCCI) held on November 5, 1995.
- Participated in a 2-Day long training course on 'ISO 9000: How To Build And Operate A Quality Management System' organized by Business Advisory Services Center, Dhaka in September 1997.
- Participated in the 'Second Annual Quality Convention 1997' organized by the Bangladesh Society for Total Quality Management (BSTQM) in association with Bangladesh AOTS Alumni Society (BAAS) between 19-20 December 1997 at the LGRD auditorium, Dhaka .

- Participated in a 3-Day long training course on ‘ ISO 9000 and its Implementation’ organized jointly by Business Advisory Services Center (BASC), Dhaka and Management & Productivity Consultant, India in February 1998.
- Participated in a 2-Day long training course on ‘Internal & Supplier’s Audit’ conducted by Quality Institute of America (QIA), Dhaka at the BRAC Center between 9-10 October 2000.
- Participated in a 2-Day long training course on ‘Corrective & Preventive Action’ organized by Quality Institute of America (QIA), Dhaka at the BRAC Center between 11-12 October 2000.
- Organized and participated in a day-long seminar on ‘Enterprise Resource Planning (ERP) based supply chain management’ organized by Quality Institute of America (QIA), Dhaka at the BRAC Center in July 2002.
- Attended a five-day Lead Auditor’s Course (LAC) organized jointly by Ashbrooke Quality Assurance, Inc., Canada and United Registrar of Systems (Bangladesh) Ltd. held in ‘The Royal Park Residence’, Banani, Dhaka between 17-21 July 2004.
- On 25th July 2005, attended a day-long workshop on the ‘Breakthrough Performance Programme’ conducted by Leigh Farnell, Performance Development Consultant of Perception Mapping Pty Ltd., Australia.

Work Experience:

Since October 2010, have been working in The AA Ltd., a leading vehicle breakdown assistance company, as Customer Service Advisor in the retention team. I am also registered with BSI (British Standard Institute) Management Systems UK Ltd. as a freelance consultant for ISO 9001 QMS.

Between June 2006 and Nov. 2009 worked in Virgin Media Ltd (Manchester, UK), a leading telecommunication company of UK, as an Advanced Customer Services Advisor. Major responsibilities included handling and resolution of customer complaints and queries; communicate customers about company’s new products and services, etc. I was also responsible for preparing reports on various aspects of team performance and communicate that to the team.

Between July 2004 to April 2006, worked in AKTEL, one of the leading brands of cellular services in Bangladesh owned by T M International Bangladesh (a subsidiary of Telekom Malaysia), as Manager (Quality Assurance) in Corporate Strategy dept. Major responsibilities included design, development and implementation of quality systems by developing and implementing QMS processes, initiating corrective and preventive actions, conducting internal audits, etc. As a member of corporate strategy dept., I was also responsible for assisting the departmental head in developing the Company’s Business Plan incorporating the strategic initiatives and objectives following the model of ‘Four Perspectives Balanced Scorecards’, defining departmental/individual KPI’s based on the overall BP (Business Plan) targets, etc.

Between January 2001 to June 2004, worked as Senior Consultant, QIA. In addition to the below functions as Consultant, was responsible for the overall smooth operations of the Company. Some of the major responsibilities were to arrange sales seminars for marketing of existing/new services, developing new products/services, etc.

Between December 1999 to December 2000, worked as Consultant in Quality Institute of America (QIA), Dhaka, a branch office of QIA-US (Houston, Texas), and the pioneer in bringing ISO 9000 concept to Bangladesh. The major responsibilities included providing consulting services to the clients for implementing quality/environmental management systems, conducting training on ISO 9000/14000, HACCP and various elements of the standards, conducting training on Internal Audit, carrying out system audits, business development, etc.

Between November 1998 to November 1999, worked as Client Servicing Executive in Adcomm Ltd., the leading advertising agency of the country. I was responsible for efficiently managing the flow of work between the Agency and the clients, developing effective communication strategies for the brands/products of the clients, media planning, etc.

Between May 1998 to October 1998, worked as Quality Systems Consultant in Project Management And Training Consultants International Ltd. (PMTC), a British consulting company. Responsibilities included design & development and implementation of Quality Management System in the clients' organizations under the direct supervision of a British consultant, business development, etc.

In November 1997, was promoted to Manager, Quality Assurance, BFC. In addition to the below mentioned functions, implementing and maintaining a quality assurance system was a major responsibility.

Between November 1992 to November 1997, worked as Production Executive, Bengal Fine Ceramics Ltd., the pioneer in Stoneware manufacturing in Bangladesh. The major responsibilities included looking after the overall operations and performance of the Programmable Logic Controllers (P.L.C.), maintenance of different electrical and mechanical equipment controlling the flow of gas and air to the kilns, production planning, and preparation of analyses related to process capability, etc.