

# RICHARD BAROI



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## **Career Objective:**

Looking for a position in a competitive role, where maximum efficiency can be achieved with my experience, skills, Business knowledge and Service Mindset that can ensure the best output for achieving organization goals.

## **Career Summary:**

Manager, HR Transformation, (December 1, 2018 - continuing) Royal Group.

Coordinator, HR & COO Office, (September 1, 2015- November 30, 2018) LG-Butterfly Group.

HR Representative, Shared Service, HR (September 3rd, 2013 - August 28th, 2015), Grameenphone Ltd.

Customer Care Manager, Commercial Division. (June 2010 - August 2013) Grameenphone Ltd.

## **Special Qualification:**

Proficiency in Human Resource management aspects.

Knowledge of Talent Acquisition, Employee Benefits, Labor relation act and Employee health Insurance.

Efficient in Customer relationship Management and follow up.

## **Employment History:**

**Total Year of Experience :** 9.5 Year(s)

### **1. Manager, HR Transformation ( December 1, 2018 - Continuing)**

**Royal Group** (www.royalgolddbd.com)

Company Location : Gulshan-2 , Dhaka

Department: HR & Admin

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

Duties/Responsibilities:

Maintains and enhances the organization`s human resources by planning, implementing, and evaluating employee relations and human resources policies, programs, and practices. Take care of recruitment and selection and training. Coordinate the administrative functions of the organization.

#### **Work done in Royal Group:**

1) Work directly in the recruitment process of all categories of employees through preparing job descriptions, advertising, short listing candidates with rating, conducting interviews, drafting interview protocols, perform reference check, job placement etc.

2) Leave Management Support, Compensation management Support and work for Conflict Management/Employee

Relation.

3) Policy development and implementation for recruitment system, leave management, daily attendance system, travel policy etc.

4) Implement IP phone system, Work force management system (NAS), working on new ERP system.

5) Project work done for official guest house, warehouse and new agro business.

6) Successfully organize several Dealers conference home and abroad.

7) Arrange total documentation and approvals for opening business in overseas.

8) Introduce several new vendors for business up gradation and new business opportunities.

## **2. Coordinator ( September 1, 2015 - November 30, 2018)**

**LG-Butterfly Group** ([www.butterflygroupbd.com](http://www.butterflygroupbd.com))

Company Location : Dhaka

Department: HR & COO Office

### **Duties/Responsibilities:**

Duties/Responsibilities:

Coordinate inter departmental issues and maintain liaison with stakeholders.

Prepare and organize report and presentation of departmental updates on weekly basis.

Organizing meeting and preparing agendas, minutes and follow up the meeting feedback.

Composing letters and correspondence in a professional and accurate manner/report compiling & give feedback to COO.

Planning & scheduling required appointments.

Coordinate all local & overseas travel related issues of COO.

Any other duties assigned by COO to time.

### **Optional work:**

Work with HR Operations, employee benefits and group health insurance of Butterfly limited.

Coordinate recruitment & Selection Process with HR team and 3rd party HR consultant.

Attends conferences and meetings, as employee-management liaison, to facilitate communication between parties.

Coordinate employee events like Christmas, Eid, Pohela Baishakh, Talent Hunt competition and other related activities.

## **3. HR Representative ( September 3, 2013 - August 28, 2015)**

**Grameenphone Ltd** ([www.grameenphone.com](http://www.grameenphone.com))

Company Location: GP House, Bashundhara, Baridhara, Dhaka

Department: Shared service, People & Organization, HR

### **Duties/Responsibilities:**

Processing and providing HR documents for employees from joining

Front line interface of the P&O and over all single interaction point for all GP/GPIT employees.

On time delivery fleet and Admin services Internal communication channel for all P&O products/ services and ensure specialized services

Provide transport service to GP & GPIT employee for 24/7

Ensure Direct Hospitalization Payment facilities through 24/7 communicating with Health Insurer and benefit reporting on time.

#### 4. Customer Manager ( June 10, 2010 - August 30, 2013)

**Grameenphone Ltd.** (www.grameenphone.com)

Company Location: Dhaka

Department: Commercial Division

**Duties/Responsibilities:**

Solve customers' problems with positive attitude.

Sold VAS and internet products worth of BDT 480,000 approx. to clients.

Communicate with team and reporting performance in a regular basis.

Train new recruit as Mentor and monitor their performance.

Organize team events and formulate budget for programs.

Coordinated and served as the host for cultural programs in university and corporate team programs.

#### **Academic Qualification:**

Exam Title	Concentration/Major	Institute	Result	Pas. Year	Duration
M.B.A.	Human Resource Management	American International University Bangladesh	CGPA:3.44 out of 4	2015	2years
B.B.A.	Marketing	Dhaka City College (National University)	CGPA:3.25 out of 4	2010	4 years
H.S.C.	Business Studies	Notre Dame College, Dhaka	CGPA:4.7 out of 5	2006	2 years
S.S.C.	Business Studies	Provati Bidyanikaton, Dhaka	CGPA:4.56 out of 5	2004	-

#### **Training Summary:**

Training Title	Topic	Institute	Country	Year	Duration
NPS (Net Promoter Score) CFL (Closed Feedback Loop)	Creating the customers brand promoter of the company with better service	Customer Service, Grameenphone Ltd.	Bangladesh	2013	5 month
Soft Skills, Telephony Skills	The process of maintaining etiquette while providing service through telephone	Customer Service, Grameenphone Ltd.	Bangladesh	2011	1 month

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

Looking For : Top/Mid-Level Job

Available For : Full Time

Present Salary : Disclose if required.

Expected Salary : Negotiable

Preferred Job Category : General Management/Admin, HR/Org. Development

Preferred District : Dhaka

**Personal Details :**

Father's Name	: Biprodas Baroi	Gender	: Male
Mother's Name	: Sudipta Baroi	Current Location	: Moghbazar, Dhaka-1217
Date of Birth	: June 22, 1987	Religion	: Christian
Permanent Address	: Village-Ashkor, Thana/P.O.- Agailzhara (8240), District- Barishal.		

**Reference (s):**

	<b><u>Reference: 01</u></b>	<b><u>Reference : 02</u></b>	<b><u>Reference: 03</u></b>
Name	: Md. Firoz Hasan	Mustafizure Rahman Shazid	Sabbir Ahmed
Organization	: American International University Bangladesh	LG Butterfly Group, Dhaka	Grameenphone Ltd.
Designation	: Professor	COO	Circle HR Head, Khulna Division
Address	: 408/1, Kuratoli, Khilkhhet, Dhaka 1229	City Center, (L-15), Motijheel C/A, Dhaka.	GP House, Baridhara, Bashundhara, Dhaka, Bangladesh
Mobile	: +8801911358458	+8801977527453	+8801711505242
E-Mail	: firoz.hasan@live.com	shazid@butterfly-group.com	a_sabbir@grameenphone.com
Relation	: Academic	Professional	Professional

I, the undersigned certify to the best of my knowledge and belief that the mentioned datum are Correct which describes my qualification, my experience and me.

**Richard Baroi**