

MD. NAIM RAHMAN

MBA (marketing) from The University of Asia Pacific
B. Sc (Civil) from Stamford University



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□ Consultative Solutions Expert □ Integrated Technical Support □ Value Driver □ Commitment to Excellent

BUSINESS DEVELOPMENT & TECHNICAL SUPPORT – MANAGER

Rich experience in technical support, business development, co-ordination with Govt. & Non-Govt. organizations, customer complains & instant solutions that increase growth of revenue.

CAREER OBJECTIVE

Intend to join in mid-level position in Cement, Ready mix concrete, Construction chemical & mega-project management organization to explore and utilize my first-class experience and skills, effectively lead a team, drive quality control, achieve and exceed expected sustainable result of company's objective.

CAREER OVERVIEW

- Innovative, customer-centric **technical professional with 07 years** experience with project negotiation, concrete mixed design, slam redemption for high strength and durability of structure at lower cost in rapidly increasing Cement Industry.
- Unique career combine MBA & Civil Engineering with comprehensive understanding of construction materials, product development & proven record in planning and leading technical/customer services in assigned areas in Bangladesh.
- Excellent communication and leadership skill, and intense technical solutions to meet the need of clients and set priorities to maximize potential in a quickly evolving work environment and exceeding performance exceptions.

- **Computer Skills:** MS Office suite including MS Word, Excel, Outlook, PowerPoint presentation, Internet,
- **Language Skills:** Bangla (Native), English

AREA OF EXPERTISE

- Strategic Planning & Execution
- Product Management
- Business Development Activities
- Team Management & Leadership
- Keen Analysis & Reporting
- Technical Presentation Skills
- Policy & Regulatory Compliance
- Risk Assessment & Control
- Process Improvement
- Integrated Problem Solving
- Comprehensive Need Analysis

CAREER HIGHLIGHTS & ACHIEVEMENTS

- More than 5 years of Technical expertise & business development experience in CEMENT INDUSTRY: Metrocem Cement, Fresh Cement
- Deep knowledge and clear perceptive of cement & concrete technology, concrete strength and durability management, construction materials supervision, aggregate & ready mix, concrete mix design in cement industry & cement problem handling capability.
- Extensive ability to promote company's brands in all institutional development sectors, solve technical claims of own brands as a client service.
- Strong liaison with Government, Semi-government and private organizations, large projects, local consultancy firms to produce product visibility and quality.

CAREER HIGHLIGHTS & ACHIEVEMENTS (Cont'd)

- Superbly managed 120+ technical seminars, mansion meets, engineering programs, attend different engineering workshops to coordination program for product durability and QC & take new strategy for mason meet and successfully increase sales & brand value.
- Extensively handled & solved lot of problems at the project site, converted site from other brand to own brand.
- Fruitfully approved cement in different Govt. and Non-Govt. organizations by maintaining excellence liaison and large construction work companies.
- Successfully overall monitor and guide the clients, project engineers, develop excellent business relations with different corporate clients, mega project's Project Directors (PD) and follow up the customer complains.

PROFESSIONAL EXPERIENCE & BUSINESS VALUES

DEPUTY MANAGER-TECHNICAL SUPPORT
Metrocem Cement Limited

From August 01, 2017 to till now

Notable Key Responsibility:

Business Development Activities:

- Successfully supervised the visit Engineers of various Government Engineering Departments including PWD, RHD, LGED, PDB, City Corporation, CDA etc.
- Extensively engaged with private professionals including Architects, Structural Engineers, Civil Engineers, and Construction Consultants etc.
- Superbly arranged Engineer's and Mason's meets with the technical team in different areas to present the company background, products quality and performance.
- Effectively approved from management for technical support decision like plant visit program for Engineers, project engineers, dealers, Retailers to share about the product knowledge, product performance and production process, co-branding.
- Productively extend technical support to the distributors, retailers and end user level by technical team.

Technical Support Activities:

- Improved Sales productivity and eliminated redundancies by instituting new technical support and training procedures that were implemented across organization
- Successfully enhanced strength of concrete by maintaining aggregate gradation, Sand FM, amount of cement content, Mixing ratio, mixing procedure, Psi result in BUET, slum test and cylinder making techniques, segregation and ease of pumping concrete that results in greater workability of the concrete and a lowering of water requirement for the same concrete consistency.
- Superbly handling the different problems such as setting time, color, lump of cement and concrete bleeding, segregation, compressive strength and heat of hydration etc.
- Oversaw creation and implementation of Customer-Oriented Satisfaction program, which assessed and identified strengths and weaknesses of technical support policies and procedures.
- Tasked with working across wide range of departments, sales staff, marketing department, and Level I, II, and III technical engineers to ensure partner satisfaction.
- Successfully managed FY budget for department and provide senior management with monthly reports.

ASSISTANT MANAGER-TECHNICAL SUPPORT
Meghna Group of Industries (Fresh Cement)

From August 01, 2015 to July 31, 2017

Notable Key Achievements:

- Make a significant technical contribution to generate new customer leads and technical services.
- Apply sharp communication capabilities towards creating customer loyalty via technical seminar mason meets, engineers meet etc.

PROFESSIONAL EXPERIENCE & BUSINESS VALUES (Cont'd)

- Forge and maintain productive working relationship by negotiating a successful partnership with Mega Projects
- Exercise solutions oriented approach with excellent relationship skills, successfully and consistently deliver the responsibilities of revenue generation, profitability, and market share and customer satisfaction.
- Strategize cement product management and development towards better quality and visibility touching the high standards.

EARLIER CAREER EXPERIENCE

Senior Executive (Technical Support & Sales)

Meghna Group of Industries (Fresh Cement) || April 2014- July 2015

Executive (Customer Services & Sales)

Amin Mohammed Group (Real Estate Business) || March, 2012- March, 2014

EDUCATIONAL ATTAINMENT

Masters of Business Administration (Marketing), Year 2017

The University of Asia Pacific || Result: 3.30 out of 4

Bachelor of Science (Civil Engineering), Year 2008-2012

Stamford University Bangladesh || Result: CGPA-3.16 out of 4

Higher Secondary Certificate (Science), Year 2008

Collectorate School & College || Result: CGPA -3.5 out of 5

Secondary School Certificate (Science), Year 2004

Rangpur Zilla School (Science) || Result: CGPA-4.94 out of 5

PROFESSIONAL DEVELOPMENT&TRAINING

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| • Export Marketing | Conducted by Ministry of Industries (Bangladesh), 2018 |
| • Training on "Team Building" | Conducted by Amin Mohammad Group, 2015 |
| • Training on "Design and Construction of Earthquake Resistant Structures" | Conducted by Jointly Engineering Staff College and Bangladesh Earthquake Society, 2013 |
| • Project Management: Computer Based Approach | Conducted by BUET for 25 hours, 2012 |
| • HRM (Human Resource Management) | Conducted by Bangladesh Small & Cottage Industries Corporation (BSCIC) for 5 days, 2012 |
| • MS-Office package | Conducted by MCE (Microw Computers & Electronics) for 2 months, 2012 |
| • Plumbing Technology | Conducted by Engineering Staff College (IEB), 2012 |



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