

House #14, Road #19, Sector #14, Uttara, Dhaka-1230

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### **STATEMENT**

A detail-oriented business driver with a demonstrated commitment to provide high quality results in changing environment. Described as a **Dynamic Person and Problem Solver** who has remarkable leadership, communication, team-building and interpersonal skills which achieved through 17+ years of experience in corporate & private enterprise in different local & multinational organization.

#### **SPECIALIZATION**

Administration ,Govt. affairs & licensing.	Tours & travel, hospitality & education software
Office agreement, renovation & asset management.	Office, security, transport & protocol management.
Procurements, vendor & contract management.	Warehouse & support staff outsourcing.
Cost optimization, policy & process simplification.	SOP, SLA & work process manual development.
Digital transformation and software development.	Entrepreneurship & business development.

# **ACCADEMIC & PROFESSIONAL QUALIFICATION**

Certification	Major	Institute	Result	Year	Duration
MBA	Marketing	DU	3.59	2004	1
BBA	Marketing	DU	3.21	2002	4
PGDPM	HRM	BIM	3.67	2010	1

### TRAINING AND PERSONAL QUALIFICATION

Leadership, negotiation and communication skills	Problem solving & decision making
Responsible, efficient, flexible & can do attitude	Ability to work in a fast-paced, environment

### EXTRA CURICULAR ACTIVITIES

- ✓ Ex-Director Administration & Projects **ROTARY CLUB OF TURAG UTTARA**, Dhaka.
- ✓ Directly worked with **HR Business Partners** and **GP management team** for employee engagement issue for the sustainable business growth in the year (2013-15)
- ✓ Worked as a Part-Time Tourist Guide and conduct national and international tour from 2002-2004.
- ✓ Worked as a **Part- Time educator** from 1997-2002 in **Mentors Admission Aid.**
- ✓ Elected member of **GPPC** (Grameenphone Peoples Council) for the year **2013-15** and active representation of employee engagement (**EES**) issue along with **GP Management**.

### **EXPERIENCE - GRAMEENPHONE 14 YEARS AND OTHERS 03 YEARS**

1. Executive Director (Contractual) - Administration & Business Development- RN TOURISM & HOSPITALITY MANAGEMENT INSTITUTE - June 2022 to till date.

- 2. Director (Contractual) **Administration & Projects EDUKIT LIMITED** (School uniform & software/ E-commerce platform/ printing) Dec 2019 to till date.
- 3. Vice president (Contractual)- Administration & Business Development TOUR HUB LIMITED (Air ticketing/holiday packages/visa processing) June 2019 to till date.
- 4. **DGM** Business Development **A.H.KHAN & CO**. (Leading logistic company in Bangladesh) Warehouse and support staff outsourcing May 2018 April 2019
- **5. Specialist** Vendor & contract management/ govt. affairs/licensing authority / (Administration) **GRAMEENPHONE LTD** January 2014 April 2018.
- 6. **Senior Executive** Admin asset management & disposal- Property & Facility Services (Administration) **GRAMEENPHONE LTD** June 2012- Dec -2013.
- 7. **Senior Executive** Real estate contract & office renovation management- property & facility services– **GRAMEENPHONE LTD-** May 2008 May 2012.
- 8. **Officer** Regional Administration (Office/transport/security/protocol/cafeteria/event/vendor management **GRAMEENPHONE LTD** September 2004 April 2008

# **CAREER HILIGHTS AND ACHIEVMENT**

- 1.Costs saving by 20% in GRAMEENPHONE & EDUKIT LTD and introduced new software (Asset management/stationary & cafeteria management/E-commerce platform/school management software/contract & vendor management etc) to streamline business operations.
- 2. New acquisition & renewal of license /permit/holding tax  $(\pm 208)$  licenses for different offices across the country in GRAMEENPHONE LTD.
- 3. New acquisition of **Occupancy Certificate**, **Captive Power Plant**, **Explosive License & Holding Tax dispute resolution** for GPHOUSE in GRAMEENPHONE LTD.
- 4. Focal point of **service contract and vendor management.** Manage (± **256**) contracts & vendors in Administration department for smooth business operation in GRAMEENPHONE LTD.
- 5. Introduces business partner (Vendor/supplier) evaluation process and conduct **quarterly** business partner meet to **mitigate grievance** (**If any**) as well as conduct **awareness session** with the collaboration with **procurement/sourcing** and user team.
- 6. Procurement of Admin assets, tagging, maintenance, reconciliation, physical verification and **disposal of assets** all over the country. Develop, approved and executed **SOP** (**Standard Operational Procedure**) & **SLA** (**Service level agreement**) to run efficient and effective business operation process in GRAMEENPHONE LTD.
- 7. Realized average **BDT 30-40 MN** every year from asset disposal events and **re-use/vacate** the **warehouse/office premises** as part of space optimization project.
- 8. Roll out 13 GPDC (Grameenphone Distribution Center) 18 GPC (Customer Center) and 20 Area Office all over the country. Terminate the lease agreement of 13 GPDC and handover the vacate space

to landowner as per the tenancy agreement without any compensation. Inducted the Contract Management Tool and started Electronic Filing System.

- 09. In-House Management Transport Operation Office Renovation & Maintenance Security & Crisis Management HR Operation Event Management in all cluster offices across the country in GRAMEENPHONE LTD.
- 10. Generate expenses/investment reports, overseeing invoice and payment management, trend & date analysis to present in the board for the further decision making for the business operation in EDUKIT & TOURHUB LTD.
- 11. Carry out business plan & strategy, develop business model & participated in all facet of business development. Conduct various demonstration in different forum and others events to present the product and service and company to potential customers, partners and investors in RN TOURISM & HOSPITALITY MANAGEMENT INSTITUTE.
- 12. Develop the **E-commerce platform/school shop and school management software solution** for the school products (Like **ID card/ uniform etc**) & (**Biometric attendance / SMS service/student & teacher profile/ payment method etc** in EDUKIT LTD.

REFERANCE (s)					
	Reference: 01	Reference: 02			
Name	: S. M. Ziaul Haque	Imam Abu Sayed			
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