

# Shah Omer Zahid

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## Career Objective

Pursuing success and achievement while facing any challenge is my passion. Professionally establishing me as a skilled and competent corporate profile in a progressive organization and building a long lasting relationship will be my main focus. I believe that I am comprehensively capable of utilizing my leadership, confidence, enthusiasm, fast adaptability and decision-making skills on any organizational platform where I can collaborate my organizational skills along with adept interpersonal aptitudes.

## Professional Experiences

### i) Robi Axiata Ltd.

(July 2018- April 2019)

#### Project Engineer, Customer Complaint Management

##### Responsibilities:

- Handling B2C customer complaints
- Detecting the root cause of the problem
- Finding the resolution of the customer complaints
- Preparing different reports such as, E.co feedback reports, Thana wise complaint reports, Category wise complaint trend reports etc.
- Handling complaints using tools like DNA, KPI Explorer, Vistaneo, Google Earth etc.in order to find out the actual root cause.
- Working on near to SLA complaints and finding the resolution in time

- Monitoring and ensuring efficient performance of Product team
- Monitoring the progress of the project and make adjustments as necessary to ensure the successful completion of the project
- Establishing and maintaining communication with suppliers/vendors
- Reviewing the quality of the work completed with the project team on a regular basis to ensure that it meets the project standards

##### Training & development

- Providing required technical training to the service engineers
- Development and execution of the product roadmap.

##### Others

- Performing any other task as assigned time to time by the Management.
- Reporting and ensuring confirmation of product from AGM (Product management and quality control)

### ii) Sky Telecommunication Ltd.

(April 2016 – May 2018)

#### Senior Executive (Product Management & Quality Control)

##### Responsibilities:

- Defining the scope of the project/product in collaboration with senior management
- Creating a detailed work plan which identifies and sequences the activities needed to successfully complete the project/product
- Developing a schedule for project/product completion that effectively allocates the resources to the activities
- Reviewing the project schedule with senior management and all other staff that will be affected by the project/product activities

##### Managing teams:

- Managing and allocating team members efficiently

### iii) Robi Axiata Ltd.

(October 2014-December 2014)

#### Telecom Engineer,Service Operation Center (SOC)

##### Responsibilities:

- Providing full technical support to regional officers
- Monitoring BTS sites and 3G sites
- Alarm tracking of down sites
- Preparing and analyzing reports
- Maintaining Network Change Request (NCR) etc.