

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.

Academic Qualification

| Degree | Institute | Major/ Group | CGPA | Year |
|--------|--------------------------------------|--------------|------------------|------|
| BSc | BRAC University | EEE | 3.75 out of 4.00 | 2014 |
| HSC | Saint Joseph Higher Secondary School | Science | 4.70 out of 5.00 | 2009 |
| SSC | Udayan Uchcha Madhyamik Bidyalaya | Science | 4.69 out of 5.00 | 2007 |

Academic Distinction

- Vice Chancellor's list (GPA 3.97) of Fall 2011
- Vice Chancellor's list (GPA 3.93) of Spring 2012
- Dean's list (GPA 3.85) of Summer 2012
- Vice Chancellor's list (GPA 4.00) of Fall 2012
- Dean's list (GPA 3.88) of Spring 2013
- Dean's list (GPA 3.83) of Spring 2013

Undergraduate Thesis

Energy Conservation of Electric Hybrid Rickshaw with PV support

Supervisor: Dr. AKM Abdul Malek Azad, Head of CARC, Professor, Dept. Of Electrical and Electronic Engineering (EEE), BRAC University (January 2013 to January 2014).

Professional Trainings

- Training on **(.Net) programing** by Leveraging ICT (**LICT**) for Growth, Employment and Governance project of Bangladesh Computer Council (BCC) under the Ministry of Posts, Telecommunication and Information Technology.
- **Microsoft Excel (Intermediate & Advance Level) Training** organized by **Partex Star Group** where I obtained **1st place in the assessment examination**.

Language Proficiency

| Language | Speaking | Reading | Writing |
|----------|---------------|-----------|-----------|
| Bengali | Mother Tongue | Excellent | Excellent |
| English | Excellent | Excellent | Excellent |

Professional Skills

- Proper knowledge over **Microsoft Office Applications (Word, Power Point, Excel)**.
- Excellent interpersonal and communication skills.
- Active learning, monitoring, problem sensitivity, oral comprehensive, judgment and decision making.
- Oral expression, analyzing data and information, writing comprehension.

Engineering Software

.Net, Java, AutoCAD, PSpice, Matlab, Assembly, DSCH2, Cisco packet tracer, VHDL, Verilog, Micro wind, Packet Tracer 4.0/4.

Personal Information

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| Date of Birth: 17 March, 1992 | Sex: Male |
| Father's Name: Shah Monzur Zahid | Marital Status: Married |
| Mother's name: Rahima Zahid | Contact Number: 01685999028, 01829113999® |
| Nationality: Bangladeshi | Permanent Address: #145 East Rajabazar, Farmgate, Dhaka-1215 |

References

Md. Matiur Rahman
Commissioner
Large Taxpayers Unit, Value Added Tax, Dhaka
National Board of Revenue (NBR)
Email:matiur.rahman6650@yahoo.com

Dr. A.K.M. Abdul Malek Azad
Head, CARC
Professor
Dept. of Electrical and Electronic
Engineering
BRAC University

I, the undersigned, certify that the statements provided above are accurately given.



Shah Omer Zahid