

PARTHA CHOWDHURY

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PROFILE

Seeking a job position of administrative management where I can make best use of my strong leadership ability, good decision making skills and administration knowledge for the improvement of the productivity. Experienced Officer with a demonstrated history of working in the telecommunications industry. Skilled in Negotiation, Business Planning, Business Development, Market Research, and Management. To obtain a responsible and challenging position and showcase my abilities and previous experience in the field of management for achieving the developmental targets.

EXPERIENCE

Chitra Packaging

Manager, Administration
April 2019 to Current



CHITRA PACKAGING

- Supervising day-to-day operations of the administrative department and staff members.
- Hiring, training, and evaluating employees, taking corrective action when necessary.
- Developing, reviewing, and improving administrative systems, policies, and procedures.
- Ensuring office is stocked with necessary supplies and all equipment is working and properly maintained.
- Planning, scheduling, and promoting office events, including meetings, conferences, interviews, orientations, and training sessions.
- Collecting, organizing, and storing information using computers and filing systems.
- Overseeing special projects and tracking progress towards company goals.
- Managing and sourcing the buyers and follow up.
- Maintain and handle the communication with local indent corporations for imports of various paper products for and also compare the competitive pricing.
- On time follow up of dependent productions and ensuring timely delivery to buyers.

Pathao Ltd.

Manager, Retail Channel Management
March 2018 to March 31st, 2019



- Establishes productive, professional relationships with key personnel in assigned partner accounts.
- Coordinates the involvement of company personnel, including support, service, and management resources, in order to meet partner performance objectives and partners' expectations.
- Meets assigned targets for profitable sales volume and strategic objectives in assigned partner accounts.
- Maintains human resource staff by recruiting, selecting, and training employees. Recruit and interview potential applicants on experience, skills, and education.
- Maintains human resource staff job results by counseling and disciplining employees; planning, monitoring, and appraising job results.
- Contributes to team effort by accomplishing related results as needed.
- Manages potential channel conflict with other firm sales channels by fostering excellent communication internally and externally, and through strict adherence to channel rules of engagement.
- Establishing Retail channel point in the city where all Riders and Captains can get registered.

Grameenphone Ltd.

Senior Executive, Sylhet Regional
Sales October 2016 - July 2017



- Execution and management of 3rd party control retail outlets (GP Express channel) in line with retail strategy. Managing the channel in an effective, efficient and professional manner to achieve desired sales, service, customer experience and brand targets through the GP Express channel.
- Ensure channel roll out as per channel dimensioning plan. Develop sustainable long-term business relationship with channel partners.
- Conduct audit in the GP Express channel as per the audit framework to maintain channel quality as per expectation.
- Training GP Express channel with new products.

Grameenphone Ltd.

Senior Executive, Customer Insight-
Customer Experience Management
October 2015 – September 2016



- Identify customer pain points along with root cause through customer insight analysis (Complaint, Query, Request)
- Insight analysis for product development.
- Competitor analysis
- Share improvement areas with process verticals/commercial/technology/ finance team to improve service and product quality
- Deliver 'Customer Voice Report' to Management with customer concern and appreciations
- Deliver ad-hoc analysis/ report as per management's expectation

Grameenphone Ltd.

Senior Executive, Complaint Management
Voice of Customer Management, Business
& International Roaming Solution
April 2012 - September 2015



- Preparing training material and conducting training session for relevant stakeholders
- People development by training under attachment
- Process analysis and development
- New product/service analysis and testing
- Monitoring and report generation of complaint escalation quality
- Insight capture and special process development for Business Solution clients
- Ensuring seamless International Roaming experience for customers
- Accuracy, efficiency & performance checking report for in-house & partner.
- Follow set process and process clock time as designed on standard performance.
- Ensure written Communication to customers as required in resolving issues.
- Ensure positive customer experience

Grameenphone Ltd.

Customer Manager
November 2010 - March 2012



- Provided highest quality of service to the customers over the phone.
- Handle queries and update customer about latest product effectively and efficiently
- Handle critical customers with quality and patience

EDUCATION

American International University - Bangladesh

Masters of Business Administration (MBA)

Major: Human Resource Management

CGPA: 3.20 on a scale of 4.0

Passing Year: 2015

American International University - Bangladesh

Bachelor of Business Administration (BBA)

Major: Accounting & Finance

CGPA: 3.13 on a scale of 4.0

Passing Year: 2011

Ness Wadia College of Commerce, Pune, India

Higher Secondary Certificate (HSC)
Business Studies, English Medium
2nd division, Maharashtra board
Passing Year: 2007

Little Flower School, Darjeeling, India

Secondary School Certificate (I.C.S.E)
Science, English Medium
2nd division, Delhi Board
Passing Year: 2005

S T R E N G T H S

- Strong interpersonal communication
- Ability to work under pressure
- Can work within group or individual
- Good report writing and presentation ability
- Well-disciplined and organized, energetic, enthusiastic and punctual
- Integrity & honesty
- Relationship building
- Problem analyzing & solving

S K I L L S & I N T E R E S T

- Microsoft Office (MS Excel, Word and PowerPoint)
- E-Mail communication
- Fluent in both Bengali & English
- Travelling, Motorbike Riding and Photography

P E R S O N A L P R O F I L E

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|--------------------|--|
| Father's name: | Mr. Prakash Chowdhury |
| Mother's name: | Mrs. Sucharita Chowdhury |
| Permanent address: | 83/B, Wapda Road, West Rampura, Dhaka-1210, Bangladesh. |
| Date of Birth: | December 22, 1987 |
| Nationality: | Bangladeshi by birth |
| Religion: | Hindu |
| Marital Status: | Single |
| Blood Group: | A+ (ve) |

REFERENCE

Sheikh Jamshed Ali

Director

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Faisal Tareque Chowdhury

DGM, Head of Customer

Lifecycle Management

Grameen Phone Ltd.

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I hereby acknowledge that the information given above is true to my knowledge and I will be able to present appropriate certificates if it is required.

PARTHA CHOWDHURY