

Mansur Ahmed

C/O: Shah Jalal

Hyperion Rose, Flat: 403, House: 61/1-61/2,

Road: 4, Block B, Section-12,

Mirpur, Dhaka-1216.

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Professional Summary:

Experienced with over **8.9 years** in Industrial Automation Sector. Excellent reputation for resolving problems, improving customer satisfaction and driving overall operational improvements. Consistently saved cost while increasing profits and rewarded for success in planning and operational improvements. Experience in policy development and staff management procedures positively impacting overall morale and productivity.

Work Experience:

Sincos Automation Technologies Limited – Senior Manager (Application)

Dhaka, Dhaka Division

01/2022 – Current

- Supervised 15 Engineers in providing excellent customer service to callers requiring assistance for PLC, HMI, Inverter (VFD) and different types of Festo Pneumatic issues like: Valves, Regulator, Flow Meter etc.
- Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
- Worked with industry-based customers to understand requirements and provide exceptional Industrial Automation services.
- Performed various administrative functions, including delivering mail, monitoring ERP system, maintain stock management and managing different types of industrial event etc.
- Monitored social media and online sources for industry trends.
- Establish new business on UR (Universal Robot) Robots and Cognex Vision rejection system.

Sincos Automation Technologies Limited – Manager (Application)

Dhaka, Dhaka Division

01/2019 – 12/2021

- Supervised 15 Engineers in providing excellent customer service to callers requiring assistance for PLC, HMI, Inverter (VFD) and different types of Festo Pneumatic issues like: Valves, Regulator, Flow Meter etc.
- Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
- Worked with industry-based customers to understand requirements and provide exceptional Industrial Automation services.
- Performed various administrative functions, including delivering mail, monitoring ERP system, maintain stock management and managing different types of industrial event etc.
- Monitored social media and online sources for industry trends.

Sincos Automation Technologies Limited – Assistant Manager (Application)

Dhaka, Dhaka Division

01/2016 - 12/2018

- Delegated tasks to entry-level engineers, closely monitoring work to monitor quality, maintain speed and exceed daily target goals.
- Designed budgets and cost estimates for projects with speed and accuracy while working closely with clients, drafters and employees to determine best courses of action.
- Negotiated agreement between employees to clarify misunderstood directions and resolve conflicts affecting performance.
- Managed quality assurance program including on site evaluations, internal audits and customer surveys.
- Developed team communications and information for Sales and Service meetings.

Sincos Automation Technologies Limited – Senior Application Engineer

Dhaka, Dhaka Division

01/2015 - 12/2015

- Eliminated ineffective product line materials to resolve performance challenges and mitigate corrosion.
- Tested newly installed systems using TIA, Simatic Manager, MicroWin, WinCC Flexible and Field PG, closely monitoring functionality and adherence to operating specifications.
- Specified system components and directed product modifications to ensure conformance with engineering design and performance specifications.
- Identified suitable materials for production use that aligned with environmental concerns and budget constraints.

Sincos Automation Technologies Limited – Application Engineer

Dhaka, Dhaka Division

11/2013 - 12/2014

- Visited over 10-15 clients per week to determine feasibility, analyze requirements and provide solution suggestions.
- Developed proposals and pricing for large- and small-scale manufacturing products, including PLCs, HMI and Inverters (VFD).
- Answered over 15-20 customers phone inquiries daily, increasing end user satisfaction rates.
- Troubleshoot electrical equipment problems such as PLC, HMI and Inverter (VFD) etc.

Proficiency/Computer Skills:

Professional Software Package:

TIA V (10, 11, 12, 13, 14), MicroWIN, Simatic Manager, Wincc Flexible, Prosave, AutoCAD 2D & 3D (Electrical), MS Office, MS Excel, Power Point etc.

Others:

Automation Troubleshooting, Project Management, Cost Estimation, Staff Management, Stock Management, Data Analysis, E-mail, Internet Browsing, Maintenance PC, Tablet and Laptop etc.

Professional Membership:

Associate Member of The Institution of Engineers Bangladesh (IEB).

Scholastic Records:

United International University

Dhaka, Dhaka Division

Bachelor of Science: Electrical and Electronic Engineering, 2013

Graduated with CGPA 3.17 in a scale of 4.00

Professional Trainings:

Training Title: Officials Procedures and Different ICT Related Technologies

Topic: ICT Internship

Institute: Bangladesh Computer Council (BCC)

Country: Bangladesh

Location: Agargaon, Dhaka

Year: 2006

Duration: 3 months

Training Title: Industrial Automation

Topic: SIEMENS PLC, HMI & Inverter

Institute: Sincos Automation Technologies Ltd.

Country: Bangladesh

Location: Panthapath, Dhaka

Year: 2014

Duration: 48hr

Training Title: Basic Pneumatics and Basic Electro-Pneumatics

Topic: FESTO Didactic Learning contents: Compressors, Limit Switches, Solenoid Valves, Actuators etc.

Institute: Sincos Automation Technologies Ltd.

Country: Bangladesh

Location: Panthapath, Dhaka

Year: 2014

Duration: 48hr

Training Title: Automatic Computerized Flat Knitting Machine

Topic: Software & Hardware Configuration

Institute: Sincos Automation Technologies Ltd.

Country: Bangladesh

Location: Panthapath, Dhaka

Year: 2014

Duration: 64hr

Training Title: AUTO CAD

Topic: AUTOCAD 2D & 3D (Electrical)

Institute: CADD CORE

Country: Bangladesh

Location: Uttara, Dhaka

Year: 2015

Duration: 42hr

Training Title: WTP

Topic: Industrial Water Treatment & Boiler and Cooling Water Conditioning

Institute: Bangladesh Japan Training Institute (BJTI)

Country: Bangladesh

Location: Eastern Plaza, Dhaka

Year: 2018

Duration: 18hr

Personal Details:

Father's Name : Abdul Mannan Molla
Mother's Name : Momtaz Begum
Marital Status : Married
Date of Birth : 16-11-1987
Nationality : Bangladeshi
Religion : Islam (Sunni)
Sex : Male

Permanent Address:

Village : Poura Charjangla
Post Office : Bhola-8300
Thana : Bhola
District : Bhola

References:

Khondoker Abu Sayed

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Road # 12, Block # E, Banani, Kemal Ataturk
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Vice Chancellor
Bangladesh University of Business and
Technology (BUBT)
Mob: +8801819 605455

Declaration:

I, the undersigned, certify that to the best of my knowledge and belief, this resume correctly describe myself, my qualification and experience understand that my any willful miss-statement described herein may lead to my disqualification or dismissal if employed.

Thank You.

Sincerely Yours,



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(Mansur Ahmed)