



CONTACT



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HOBBIES



Travel



Music



Reading



Photography



RICHARD BAROI

Special Qualification:

Proficiency in Human Resource management and Secretarial aspects. Strong communication and negotiation skills developed through 3 years of sales & service experience.

Career Summary:

Coordinator, HR & COO Office, (September 1, 2015- continuing)
LG-Butterfly group.

HR Representative, Shared Service,
(September 3rd, 2013 – August 28th, 2015) People & Organization
(HR), Grameenphone Ltd.

Customer Manager, Customer Service,
Commercial Division. (June 2010 – October 2013)



EDUCATION

Exam Title : MBA

Concentration/Major: Human Resource Management

Institute: American International University Bangladesh

Result: CGPA:3.44 out of 4 Pass Year (2015)

Exam Title : BBA

Concentration/Major: Marketing

Institute: Dhaka City College, Dhaka

Result: CGPA:3.25 out of 4 Pass Year (2010)

Exam Title : HSC

Concentration/Major: Business Studies

Institute: Notre dame College, Dhaka

Result: CGPA:4.70 out of 5 Pass Year (2006)

Exam Title : SSC

Concentration/Major: Business Studies

Institute: Provati Bidyanikaton, Dhaka

Result: CGPA:4.56 out of 5 Pass Year (2004)



Training Summary

Training Title: NPS(Net Promoter Score) CFL (Closed Feedback Loop)

Topic: Creating the customers brand promoter of the company
with better service

Institute: Customer Service, Grameenphone Ltd.

Country: Bangladesh, Location: Dhaka, Year: 2013(5 month)

Training Title: Soft Skills, Telephony Skills

Topic: The process of maintaining etiquette while providing
service through telephone

Institute: Customer Service, Grameenphone Ltd.

Country: Bangladesh, Location: Dhaka, Year: 2011(1 month)



Achievements

2010: Best Employee of the Month September, Customer Service, Grameenphone Ltd. Team Captain, six time top performer, Mentoring new recruit, Customer Service, Grameenphone Ltd.

2013: Project Completion Certificate, Telenor Global Closed Feedback Loop (Net Promoters System Grameenphone Ltd, Telenor ASA.

2014: Performer of the month May and July, Service Center, P&O Shared Service, Grameenphone Ltd.



IT Skills

Workday, Oracle ERP, Seibel CRM, BSCS iX,MS Office, Mailing, Photoshop.



Language Proficiency

Language : Bangla

Reading : High
Writing : High
Speaking : High

Language : English

Reading : High
Writing : High
Speaking : High

Language : Hindi

Reading : Low
Writing : Low
Speaking : Medium



Employment History

Total Year of Experience : 7+ Year(s)

LG-Butterfly Group

Coordinator (September 1, 2015 - Continuing)

Location: Dhaka

Department: HR & COO Office

Duties/Responsibilities:

Coordinate inter departmental issues and maintain liaison with stakeholders. Prepare and organize report and presentation of departmental updates on weekly basis.

Organizing meeting and preparing agendas, minutes and follow up the meeting feedback. Composing letters and correspondence in a professional and accurate manner/ report compiling & give feedback to COO. Planning & scheduling required appointments. Coordinate all local & overseas travel related issues of COO. Any other duties assigned by COO to time.

Optional work:

Work with HR Operations, employee benefits and group health insurance of Butterfly limited.

Coordinate recruitment & Selection Process with HR team and 3rd party HR consultant.

Grameenphone Ltd

HR Representative (September 3, 2013 - August 28, 2015)

Location : GP House, Bashundhara, Baridhara, Dhaka

Department: Shared service, People & Organization, HR

Duties/Responsibilities:

Provident Fund(PF), PF Loan, Health Insurance, Gratuity , Handset, Transport and other allowance, Performance Appraisal process, Leave policy, Maintain total transport systems To inform employee if any change in HR policy And other HR related work .

Grameenphone

Customer Manager (June 10, 2010 - August 30, 2013)

Location: Dhaka

Department: Commercial Division

Duties/Responsibilities:

Solve customers' problems with positive attitude.

Sold VAS and internet products worth of BDT 480,000

approx. to clients. Communicate with team and reporting performance in a regular basis. Train new recruit as Mentor and monitor their performance. Organize team events and formulate budget for programs.



Personal Details

Father's Name : Biprodas Baroi
Mother's Name : Sudipta Baroi
Date of Birth : June 22, 1987
Gender : Male
Marital Status : Unmarried
Religion : Christian
Current Location : Dhaka



Reference (s)

Name : Mustafizur Rahman Shazid
Organization : Butterfly Group
Designation : Chief Operating Officer
Address : City Centre, 15th Floor, 103 Motijheel C/A, Dhaka-1000.
Mobile : +8801711527453
E-Mail : shazid@butterfly-group.com
Relation : Professional

Name : Sabbir Ahmed
Organization : Grameenphone Ltd.
Designation : General Manager, Service Center, HR
Address : GP House, Baridhara, Bashundhara, Dhaka, Bangladesh.
Mobile : +8801711505242
E-Mail : a_sabbir@grameenphone.com
Relation : Professional

I, the undersigned certify to the best of my knowledge and belief that the mentioned datum are Correct which describes my qualification, my experience and me.

Richard Baroi