



Md. Tanzimul Islam

Product Manager

Customer service oriented, reliable and self-motivated with extensive experience in customer care. Thorough and attentive to detail in all professional matters. Proficient in technical, software as well as communication skills

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Dhaka, Uttara, Bangladesh

05 March, 1990

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WORK EXPERIENCE

Assistant Manager (Product Manager)

Nitol Motors Ltd.

07/2017 – Present

Dhaka, Bangladesh

Nitol Motors Limited comes from, marketing TATA brand of commercial vehicles in Bangladesh including Buses, trucks, passenger version pickup trucks, Maxi and construction equipment. Since 1991, it commenced assembly and building body of TATA vehicles, popular in the country for its economy and excellent value for money, unique pay-as-you-earn marketing system and complete after sales service. The group annual turnover is estimated to cross taka 500 cores

Achievements/Tasks

- Product Development, SWOT Analysis of Technical Issues and Feedback collection from the market as well as execute by PDCA cycle system.
- Defining and Planning Product Strategy and Product Performance Analysis.
- Develop and implement parts planning through ABC, VED, FSN analysis & assist parts team maintain safety stock level.
- Prepare & compile Complaint Investigation Reports (CIR) of Failure

Sr. Executive

Nitol Motors Ltd.

07/2014 – 06/2017

Dhaka, Bangladesh

Achievements/Tasks

- Monitoring & troubleshooting of Customers Vehicles.
- Analysis of product failure & find out the root cause of it.
- Making warranty decision & give proper work instruction to floor supervisor.

Executive

Nitol Motors Ltd.

04/2011 – 06/2014

Dhaka, Bangladesh

Achievements/Tasks

- Service network expansion as per the market share
- To analysis the requirement of service bay based on vehicle population and plans.
- Insuring the Workshop infrastructure, availability of Tools, signs & equipment for service center as per CIP

Engineer

Micro Power Engineering Ltd.

01/2011 – 04/2011

Dhaka, Bangladesh

HONOR AWARDS

Skill Fest Global Service Adviser Championship-15.

TATA Motors Limited & Castrol India Limited jointly

- 5th position between top twenty in the country (Bangladesh) level of the championship.

CERTIFICATES

BS IV Engine and CRDI Technology (03/2018 – 03/2018)

Managerial Skill Development (10/2017 – 10/2017)

Organizational Behavior & Leadership (09/2017 – 09/2017)

SKILLS

Communication Skills

Problem Solving Skills

Technical Proficiency & Multi-Tasking Ability

Team Building & Time Management

Customer Service Management

Business Data Analysis

EDUCATION

MBA in Marketing

Army IBA

05/2019 – Present

Continuing

B.Sc. in Mechanical Engineering

Sonargaon University

08/2014 – 08/2018

Dhaka, Bangladesh (CGPA:3.28 out of 4)

Courses

- Mechanical Engineering

Diploma in Engineering

Dinajpur Polytechnic Institute

07/2006 – 10/2010

Dinajpur, Bangladesh (CGPA:3.58 out of 4)

Courses

- Power Engineering