

Md Robin Jamal

Project Coordinator

Dhaka, Bangladesh

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SUMMARY

Over the past three years, I've worked across diverse teams and industries—earning trust, building value, and helping transform bold ideas into real-world outcomes. I thrive at the intersection of strategy, product, and technology, and I'm passionate about turning complexity into clarity.

KEY COMPETENCIES

- Report writing and presenting
 - Critical thinking skills
 - Excellent communication skills
 - Strong interpersonal skills
 - Proactive and self-motivated
 - Exceptional organisational skills
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IELTS Score
Overall Band - 7

PROFESSIONAL EXPERIENCE

Apr 2021 - Aug 2024

Ansys ICA, Remote, Temporary, Part-Time **Project Coordinator & Assistant**

- Delivered strategic consulting and operational support to enhance team performance and project outcomes
- Directed operations, strategy, and research for inbound and outbound outreach campaigns
- Led multiple cross-functional virtual assistant (VA) teams across diverse operational areas
- Collaborated remotely with the web development team to support project execution and delivery
- Managed project task boards, facilitated cross-team coordination, and conducted meetings with clients, stakeholders, and customers
- Provided comprehensive administrative, project coordination, and managerial support

Goodman Group LLC, Remote, Temporary **Project & Account Management Assistant**

May 2024 - June 2024

- Assisted the CEO in optimizing and streamlining overall business operations
- Oversaw multiple teams and supported Project Management Office (PMO) functions to ensure organizational efficiency
- Developed Standard Operating Procedures (SOPs) and prepared key business documentation to support scalable growth

Bizfuel, Remote, Temporary, Part-Time **Business Operations Specialist**

Nov 2023 - Mar 2024

- Managed client accounts and ensured consistent communication and service delivery for the agency
- Supported the preparation and delivery of client marketing performance reports
- Supervised and evaluated the performance of cold-calling team members to optimize outreach effectiveness
- Executed routine administrative duties and produced ad-hoc reports as needed
- Streamlined core business operations to improve workflow efficiency and team coordination

PORTFOLIO PROJECT

Business Case: Mottu Expansion & Customer Churn Insights

- Developed a strategic business case for a global platform, including in-depth competitor analysis, recommendations, and customer lifecycle mapping.
- Gathered and analyzed customer data to identify adoption challenges and presented actionable insights to improve satisfaction and retention.
- Designed solution frameworks and process improvement plans in collaboration with stakeholders.
- Here is the project link:
https://drive.google.com/file/d/1UACBRBHFR5lnuakyM56t_NnkV26RV0U5/view?usp=sharing

EDUCATION & CERTIFICATIONS

Bachelor of Social Sciences

Majors: Film & Media Studies

University of Dhaka, 2018-2022

Python with Machine Learning

Creative IT Institute, Mar 2023 - Sep 2023

TFP Film Club & Film Festival

Organizational Active Member

Active in TFP Cricket Team

In all the inter-departmental Tournaments

CORE COMPETENCIES

- Customer Success & Relationship Management
- Project Management (Agile, Remote, Cross-team)
- Product Adoption & Utilization Analysis
- Customer Lifecycle Value Maximization
- Process & Workflow Optimization
- Data-Driven Problem Solving
- Stakeholder Communication
- Fluent English, Multicultural Collaboration

EXTRACURRICULAR ACTIVITIES

English Instructor, Volunteer

Private Coaching Centre

- Conducted classes on weekends
- Nurtured both Secondary & Higher Secondary level students
- Developed interactive learning module to enrich their language