

# MD. SHAHADAT KHAN RABBI

## Customer Service & Inventory Management Professional

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### PROFESSIONAL SUMMARY

Results-driven professional with **13+ years of experience** in customer service excellence, inventory operations management, and **technical auditing. ISO 9001:2015 Certified Internal Auditor** with proven expertise in optimizing inventory control systems, conducting multi-branch compliance audits, reducing costs, and enhancing customer satisfaction across mobile, IT, and home appliance sectors. Successfully managed 60+ branch audits and partnered with **Xiaomi, Samsung, Huawei, Whirlpool, and Sony**.

### CORE COMPETENCIES

- Inventory Control & Optimization
- Customer Service Excellence
- Supply Chain Management
- Compliance & Technical Auditing
- ISO 9001:2015 Quality Systems
- Warehouse Operations
- Team Leadership
- ERP Systems Management
- Process Improvement
- Multi-Branch Operations
- Operational Policy Implementation
- Asset & Tools Preservation

### PROFESSIONAL EXPERIENCE

#### Assistant Manager - Inventory | 1000FiX Services Ltd.

Jun 2024 - Present

- Manage inventory control systems for IT, cellular, and home appliance products, ensuring optimal stock levels and minimizing costs
- Collaborate with purchasing and logistics teams to forecast demand and reduce stockouts through data-driven strategies
- Conduct regular inventory audits and track stock movements to maintain accuracy and compliance
- Oversee warehouse operations for Xiaomi, Samsung, Huawei, Whirlpool, and Sony Smart products

#### Supervisor - Quality & Process Improvement | 1000FiX Services Ltd.

Apr 2022 - Jun 2024

- Led **comprehensive technical and operational audits** across 60+ service branches, ensuring strict adherence to quality standards and compliance policies
- Conducted **on-site compliance inspections** including asset verification, tool preservation checks, and operational alignment with ERP systems
- Implemented process improvements that enhanced operational efficiency by identifying gaps and providing corrective action plans
- Generated detailed **audit reports with actionable recommendations**, tracking remediation progress and driving continuous quality improvement
- Verified job activities, maintained compliance documentation, and ensured all branches met company and industry standards

#### Centre Manager | Huawei Customer Service

Feb 2020 - Mar 2022

- Managed end-to-end customer service operations for Huawei mobile care center, overseeing technical support and service delivery
- Led cross-functional teams to achieve high customer satisfaction scores and resolve complex technical issues
- Coordinated inventory management for spare parts, ensuring resource availability and efficient utilization

#### Senior Executive - Branch Manager | Mobicare Technology Ltd.

Mar 2019 - Feb 2020

- Directed branch operations including technical support and customer service delivery for mobile repair services
- Built and managed high-performing teams while maintaining strong customer relationships

#### Senior Engineer | Edison Group

Nov 2014 - Mar 2018

- Delivered exceptional customer service through expert repair and quality control of Symphony mobile devices
- Managed inventory of spare parts using ERP systems, ensuring parts availability for efficient operations

### EDUCATION

**BSc in Electrical & Electronic Engineering** | CCN University of Science & Technology | CGPA: 3.13/4.00 | 2024

**Diploma in Electronics Engineering** | Comilla Polytechnic Institute | CGPA: 3.22/4.00 | 2014

### PROFESSIONAL CERTIFICATIONS

#### Certified Logistics Management

IIENSTITU | 2025

#### ✓ ISO 9001:2015 Internal Auditor

Quality Management System | Business Bee | 2023

#### Supply Chain Management

IIENSTITU | 2025

#### Level 3.5 Mobile Repair Specialist

Edison Group | 2015

### ADDITIONAL INFORMATION

**Languages:** Bengali (Native), English (Professional) | **Nationality:** Bangladeshi