

# MD. SHAHADAT KHAN RABBI

## Customer Service & Inventory Management Professional

+880 1813393693 | shahadatk071@gmail.com | linkedin.com/in/engrskr | Dhaka, Bangladesh

### 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	 Supply Chain Management IIENSTITU   2025
 ISO 9001:2015 Internal Auditor Quality Management System   Business Bee   2023	 Level 3.5 Mobile Repair Specialist Edison Group   2015

### ADDITIONAL INFORMATION

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