

PERSONAL INFORMATION

S M Tahmid Baquee

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PERSONAL STATEMENT

I want to show my creative abilities in digital business development and organizational management.

WORK EXPERIENCE

1 Jul 2016–Present

Partner

M/S PTM Trading

Hs # 19 - 20, Rd # 113/A, Gulshan – 2, Bangladesh, 1212 Dhaka (Bangladesh)

Email: ptmtrading.bd@gmail.com

- Evaluate and optimise the technical setup needed to run business operations smoothly.
- Carry out risk analysis for future business prospects of the company.
- Maintain relationships with stakeholders and vendors.
- Seek new opportunities for business growth.

Business or sector Import

1 May 2015–30 Jun 2016

Senior Executive

Grameenphone Limited

GP House, Bashundhara, Baridhara, Dhaka, Bangladesh, 1229 Dhaka (Bangladesh)

www.grameenphone.com

- Monitor product and service information in the company website.
- Provide customer support through digital channels including emails and social network.
- Provide insights to concern team regarding tools and service of the digital department.
- Monitor sales through digital channels including ecommerce sites.

Business or sector Telecommunications

4 Dec 2008–10 May 2015

Officer/Executive

Grameenphone Limited

GP House, Bashundhara, Baridhara, Dhaka, Bangladesh, 1229 Dhaka (Bangladesh)

www.grameenphone.com

- Provide technical support to customer service points and agents.
- Resolve technical issues of retailers and dealers related to sales/purchase balance.
- Provide technical support to customers regarding issues with mobile wallets.
- Facilitate training of different customer service teams.

Business or sector Telecommunications

17 Jan 2007–3 Dec 2008

Officer (Contractual)

Grameenphone Limited

GP House, Bashundhara, Baridhara, Dhaka, Bangladesh, 1229 Dhaka (Bangladesh)

www.grameenphone.com

- Provide back end technical support to customer service agents.
- Activate/Deactivate mobile phone SIMs via telecommunication software.
- Resolve technical issues related to activated SIMs.
- Escalate major SIM related issues to concerned channels.

Business or sector Telecommunications

29 Dec 2005–16 Jan 2007

Officer (Part-time)

Grameenphone Limited
Barisal, Bangladesh, Dhaka (Bangladesh)
www.grameenphone.com

- Provide technical support to customers regarding SIM connectivity and mobile phone operations.
- Train new agents for customer service stations.
- Maintain and monitor sales stock.

Business or sector Telecommunications

EDUCATION AND TRAINING

1 Sep 2001–31 Aug 2005

Bachelor of Science in Computer Engineering

3.15/4.00

American International University - Bangladesh, Dhaka (Bangladesh)

▪ Major Courses:

- Computer Fundamentals, Differential Calculus and Coordinate Geometry, Integral Calculus and Ord. diff equation, Programming Language 1(C) & 2(C++), Complex variable, Laplace and Z-transformation, Statistics and Probability, Algorithm, Data Structure, Electrical Circuits - 1(DC) & 2(AC), Electronic Devices, Mathematical Methods of Engineering, System Programming, Digital Logic Design, Digital Electronics, Data Communication, Discrete Mathematics, Operating System, Introduction to Database, Computer Networks, Control Systems, Telecommunication Engineering, Microprocessor & I/O System, Computer Graphics, VLSI Circuit Design, VHDL in Logic Synthesis, Object Oriented Programming 1(Java), Artificial Intelligence and Expert System, Management Information System.

▪ Project and Thesis:

- Design and implementation of 12 Volt Battery charger.

1 Feb 1999–30 Jun 2001

GCE A Level

Private Candidate, Dhaka (Bangladesh)

▪ Subjects Appeared:

- Physics
- Mathematics

1 Jan 1988–31 Jan 1999

GCE O Level

Private Candidate, Dhaka (Bangladesh)

▪ Subjects Appeared:

- English Language
- Bengali
- Mathematics (Syllabus A)
- Pure Mathematics
- Physics

- Chemistry
- General Biology

PERSONAL SKILLS

Mother tongue(s) Bengali

Other language(s)

English	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
	C1	C1	C1	C1	C1
IELTS					

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
Common European Framework of Reference for Languages

Communication skills

- Good communication skills gained through my experience at Grameenphone Limited through interactions with customers, sales team, third party vendors, peers, and stakeholders.
- Gained negotiation experience via conflict resolution in customer service and team association at Grameenphone Limited.

Organisational / managerial skills

- Developed team leading skills gained through performance monitoring of customer service agents at Grameenphone Limited.
- Gained leadership skills as training mentor.
- Ability to analyse data, predict and mitigate problems involving customer services and call centers.

Job-related skills

- Developed mentoring skills as a trainer of new customer service agents at Grameenphone.
- Gained knowledge on the quality control process of call centers.
- Learned resource management for dynamic and changing working environment.

Digital competence

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem solving
Independent user	Independent user	Independent user	Independent user	Independent user

Digital competences - Self-assessment grid

- Good command of the office suite (word processor, spreadsheet, presentation)
- Knowledge of programming languages and framework: C, C++, Java, Python and Django, Bootstrap
- Good command on the use of Telecommunication tools: Sieble CRM, BSCS, Minsat, CCAPS, ECMS