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| PERSONAL INFORMATION | S M Tahmid Baquee |
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|  | 2nd Floor, House 226/4, Road 19 (old), West Dhanmondi, 1209 Dhaka (Bangladesh) |
| (+88)01711507294 |
| tahbaquee@gmail.com |

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

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| WORK EXPERIENCE |  |

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| 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 |

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| 1 May 2015–30 Jun 2016 | Senior Executive |
| Grameenphone Limited GP House, Bashundhara, Baridhara, Dhaka, Bangladesh, 1229 Dhaka (Bangladesh)  [www.grameenphone.com](http://www.grameenphone.com/#_blank) |
| * 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 |

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| 4 Dec 2008–10 May 2015 | Officer/Executive |
| Grameenphone Limited GP House, Bashundhara, Baridhara, Dhaka, Bangladesh, 1229 Dhaka (Bangladesh)  [www.grameenphone.com](http://www.grameenphone.com/#_blank) |
| * 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 |

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| 17 Jan 2007–3 Dec 2008 | Officer (Contractual) |
| Grameenphone Limited GP House, Bashundhara, Baridhara, Dhaka, Bangladesh, 1229 Dhaka (Bangladesh)  [www.grameenphone.com](http://www.grameenphone.com/#_blank) |
| * 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 |

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| 29 Dec 2005–16 Jan 2007 | Officer (Part-time) |
| Grameenphone Limited Barisal, Bangladesh, Dhaka (Bangladesh)  [www.grameenphone.com](http://www.grameenphone.com/#_blank) |
| * 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 |

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| EDUCATION AND TRAINING |  |

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| 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. | |

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| 1 Feb 1999–30 Jun 2001 | GCE A Level |  |
| Private Candidate, Dhaka (Bangladesh) | |
| * Subjects Appeared:   + Physics   + Mathematics​ | |

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| 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​ | |

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| PERSONAL SKILLS |  |

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| Mother tongue(s) | Bengali | | | | |
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| Other language(s) | UNDERSTANDING | | SPEAKING | | WRITING |
| Listening | Reading | Spoken interaction | Spoken production |  |
| English | 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](http://europass.cedefop.europa.eu/en/resources/european-language-levels-cefr) | | | | |

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| 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. |

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| 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. |

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| 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. |

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| 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](http://europass.cedefop.europa.eu/en/resources/digital-competences) | | | | |
|  | * 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 Telecommuncation tools: Sieble CRM, BSCS, Minsat, CCAPS, ECMS | | | | |