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# Md Mahmudul Hasan Masud

Squadron Leader | Bangladesh Air Force

## PROFESSIONAL SUMMARY

Driven and results-oriented Squadron Leader with **7 years 8 months of distinguished service in the Bangladesh Air Force**. Demonstrated expertise in leadership, strategic planning, and operational excellence across diverse roles. **Specialized in airport security and airport flight management operations, including aircraft parking, gate allocation, airline coordination, slot management, and crisis response.**

Led key digital transformation initiatives at Hazrat Shahjalal International Airport (HSIA), including the conceptualization and implementation of the **Flight Management Software, CRM system, 24/7 call center (13600), and a dynamic public web portal (www.hisia.gov.bd)**. Proven success in managing complex international aviation operations and improving passenger experience.

Recognized for exceptional contributions by prominent international organizations such as the United States Air Force, the Saudi Embassy, Australian Border Force, U.S. Embassy, Australian High Commission, Russian Embassy, Airlines Operating Committee (AOC), Hazrat Shahjalal International Airport Dhaka and Bangladesh Airforce.

## PROFESSIONAL EXPERIENCE

### Hazrat Shahjalal International Airport, - Civil Aviation Authority Of Bangladesh (CAAB), Kurmitola, Dhaka-1229

Bangladesh Air Force | Flight Lieutenant - Squadron Leader | January 2022 – Present  
Airport Security Manager Flight Management

- Spearheaded airport security initiatives ensuring aviation and passenger safety.
- Oversaw daily flight operations for over 300 domestic and international flights across two terminals and 42 airlines, under the challenge of a single-runway system.
- Led the development and implementation of the HSIA Flight Management Software to streamline data processing, improve coordination, and enhance HSIA flight operation.
- Established a digital CRM system, 24/7 call center, and responsive airport web portal to boost passenger service standards.
- Prepared Standard Operating Procedures (SOPs) for the newly created Flight Management Department at HSIA.
- Coordinated successful execution of annual Hajj operations from (2022-2025) in

## CONTACT

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### Website

www.

## CORE SKILLS

- **Leadership & Management**
  - Command Leadership & Decision-Making
  - Strategic Planning & Execution
  - Crisis Management & Emergency Response
  - Multinational Team Coordination
  - Stakeholder Engagement
- **Airport & Aviation Operations**
  - Airport Flight Scheduling & Gate Allocation
  - Aircraft Parking & Airline Slot Management
  - Passenger Facilitation & CRM Deployment
  - Flight Operations Optimization
  - SOP Development

collaboration with Biman Bangladesh Airlines, FlyNas, Ministry of Religious Affairs, HAAB, and Saudi agencies.

- Reduced Left Behind Baggage (LBB) cases through strategic planning and inter-agency coordination.
- Recognized for elevating HSIA's international image through modernization, operational excellence, and crisis handling.

#### **BAF Care and Maintenance Unit Lalmonirhat, - Bangladesh Air Force**

Bangladesh Air Force | Flying Officer - Flight Lieutenant |  
Officer in Charge (OIC) Unit

December 2018 -  
January 2022

- Oversaw unit security, ensuring a safe and secure operational environment.
- Played a key role in establishing the Aviation University at Lalmonirhat and the development of the unit's long-term masterplan.
- Led the MODC Training Squadron, delivering:
  - 5 New Entry Training Courses with 257 recruits.
  - 14 Promotion Courses with 222 trainees.
- Provided comprehensive administrative and logistical support to deployed flying squadrons.
- Collaborated with local government agencies (DC office, police) to enhance boundary security.
- Maintained unit operational readiness during the COVID-19 pandemic.
- Coordinated national exercises, including Pacific Angel 19-1 and Exercise Cope South, serving as Liaison Officer.
- Developed and implemented SOPs for MODC training.

#### **EDUCATION**

##### **Bachelor of Business Administrations**

Bangladesh University of Professionals (BBA)

January 2018.

##### **➤ Security & Risk Management**

- Airport Security Oversight
- Threat & Risk Assessment
- Baggage & Passenger Screening Protocols
- Aviation Incident Response Plans

##### **➤ Training & Human Development**

- Instructor-led Operational Training
- Recruitment & Promotional Training Management
- Training SOPs and Curriculum Design
- Military Physical Fitness & Discipline

##### **➤ Technology & Transformation**

- MS Office Suite(Word, PowerPoint, Excel, Outlook)
- Google Suite
- Zoom
- MS Team

##### **➤ Other Key Skills**

- International Relations & Diplomacy
- Public Speaking & Presentation
- Project Management (PMI-aligned)
- Written & Verbal Communication
- Analytical Problem-Solving

##### **Higher School Certificate Dhaka Commerce College (HSC),**

Dhaka Residential Model College

Commerce

2012.

##### **Secondary School Certificate (SSC),**

Bangladesh Navy School and College, Chittagong

Commerce

2010.

## TRAINING AND COURSES

- 64 Joint Service Military Training
- Bangladesh Airforce Academy Training (02 Jan 15 - 30 Dec 17)
- Jungle Survival & Physical Training (05 Feb - 12 Mar 19)
- Officers Weapon Training in SINT (11 Apr - 27 May 21)
- Airport Security Manager's Course
- Passengers Service & Facilitation in Civil Aviation Course
- Cargo Operation and Screening Course
- How to Provide Initial Support to Survivors of Gender-Based Violence (GBV) - IOM, UNHCR, UNFPA & UNICEF
- Risk Management and Maturity - UNICEF
- Child Protection Systems Strengthening: Approach, Benchmarks and Interventions - UNICEF
- Emergency Preparedness and Response – UNICEF
- Cyber Defense Strategy - Charles Sturt University, Australia. (16-09-2024)
- Next-Gen Network Security - Charles Sturt University, Australia. (03-10-2024)
- Project Management Professional Certification Masterclass - Charles Sturt University, Australia. (20-09-2024)
- IT Leadership - Charles Sturt University, Australia. (18-09-2024)
- Human Resources Development Course - IIENSTITU, Istanbul and Tallinn. (12-10-2024)
- Human Resources Management - IIENSTITU, Istanbul and Tallinn. (02-11-2024)
- Airport Management System (AMS6) Operational Training.

## LANGUAGE

Bengali (Native)  
English (Fluent)

## RECOGNITION AND AWARDS

- **United States Air Force:** Letter of appreciation from the United States Air Force for PACIFIC ANGEL 19-1.
- **Airlines Operating Committee:** Letter of appreciation from Airlines Operating Committee (AOC) in HSIA.
- **Saudi Embassy:** Letter of appreciation from the Saudi Embassy for contribution to Hajj operations 2022, 2023, 2024 & 2025
- **USA Embassy:** Letter of appreciation from the USA Embassy of the United States of America.
- **Australia Border Force:** Letter of appreciation from Australia Border Force.
- **Australia High Commission:** Letter of appreciation from Australia High Commission.
- **Russian Embassy:** Letter of appreciation from Russian Embassy.
- **Bangladesh Air Force:** Letter of appreciation from Bangladesh Air Force.
- **Hazrat Shahjalal International Airport:** Letter of appreciation from Hazrat Shahjalal International Airport.

Signatur

