

NAWRIN HASAN

ADMINISTRATION | OPERATIONS | FACILITIES

Dhaka, Bangladesh | 01673180217 | nawrinhasan8@gmail.com



PROFESSIONAL PROFILE

Administration and operations professional with 10+ years of experience across school and corporate environments, with strong hands-on responsibility for campus operations, people coordination, budgeting, procurement, facilities, transport, systems, and stakeholder management. Experienced in keeping complex day-to-day operations organised, solving issues proactively, coordinating multiple teams and vendors, and supporting management with practical, business-focused solutions. Recognised for reliability, ownership, clear communication, and the ability to manage multiple priorities in high-volume environments.

CORE COMPETENCIES

Administration & Operations Management	Budgeting & Cost Control	Procurement & Vendor Management
Facilities & Asset Management	People & Team Coordination	Transport & Logistics
Process Improvement & Problem Solving	Project & Event Coordination	Stakeholder Management

PROFESSIONAL EXPERIENCE

Administrative & Operations Coordinator | Aurora International School, Gulshan 2, Dhaka, A Sister Concern of Ascent Group (Scholastica School)

July 2015 – Present

- Coordinate daily campus administration and operations, ensuring smooth and uninterrupted service delivery across core support functions.
- Lead annual budget preparation and ongoing budget control, including asset management, petty cash, financial transactions, and cash-flow follow-up.
- Manage end-to-end procurement and distribution of recurring administrative supplies and specialised student learning materials.
- Supervise and coordinate a 20-person operational team, including attendance, leave management, workload allocation, and day-to-day performance support.
- Oversee building infrastructure, repairs, maintenance, space planning, safety activities, and coordination with external service providers.
- Manage transport planning and logistics for staff and operational requirements, coordinating schedules, service needs, and issue resolution.
- Coordinate onboarding support and serve as a primary IT trainer for new hires, while supporting continuous training programmes and external workshops.
- Act as a key liaison between management, operational teams, vendors, and external stakeholders to resolve issues and maintain service standards.
- Coordinate government and regulatory matters, including education board and tax authority visits, mandated student vaccination programmes, regulatory data compilation, and government database updates.
- Manage enterprise systems used for daily operations, including system updates, budget revisions, and monitoring of amounts and pricing structures.
- Prepare official letters, reports, notices, and operational communications while supporting recruitment, onboarding, events, and school programmes.
- Identify operational gaps, recommend practical solutions, and follow through to ensure issues are resolved effectively.

Careline Officer | Banglalink, Gulshan, Dhaka

May 2013 – April 2014

- Resolved customer queries and technical complaints using Oracle, TABS, TABSCC, and Open Code.
- Escalated complex complaints through formal email communication while maintaining service-level requirements and accurate records.
- Prepared monthly productivity reports and maintained complaint records to support performance monitoring.
- Monitored and guided incoming customer support agents to maintain service and quality standards.
- Educated customers on relevant Value-Added Services (VAS) to improve awareness and engagement.

EDUCATION & ADDITIONAL INFORMATION

Bachelor of Business Administration (BBA) — American
International University-Bangladesh (AIUB) | 2012
Major: Human Resource Management
GCE Advanced Level (A-Level) — Business Studies
GCE Ordinary Level (O-Level) — Business Studies

- Tools & Strengths**
- MS Office: Word, Excel, PowerPoint
 - ERM System
 - Strong interpersonal & communication skills
 - Highly organised and deadline-focused
 - Comfortable managing multiple priorities