

NAEEM UDDIN BISWAS

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CAREER OBJECTIVE

To obtain a meaningful and challenging position in an organization which enables me to learn, allow for advancement and where I can demonstrate my creativity, integrity and take challenges as a leader while meeting the organization's goals.

HIGHLIGHTS

- Got **Summa Cum Laude Award (Gold Medal)** based on merit in B.B.A. program (from AIUB).
- More than 4 years of experience in Telecom & Business Process Outsourcing (BPO) Industry.
- Proactive, Self-motivated, Result oriented and has good presentation skill.
- Able to work individually as well as a team player.
- Capable to work very hard and manage pressure situation tactfully.

EDUCATIONAL QUALIFICATIONS

Degree Obtained	Concentration/Major	CGPA	Institution	Duration
Master of Business Administration (M.B.A.)	Supply Chain Management	3.53 (OUT OF 4)	Bangladesh University of Professionals (BUP)	2017-2019
Bachelor of Business Administration (B.B.A.)	1 st in Accounting & Finance and 2 nd in Marketing	3.96 (Out of 4)	American International University-Bangladesh (AIUB)	2010-2014
Higher Secondary Certificate (H.S.C.)	Business Studies	4.10 (Out of 5)	Khulna Public College	2006-2008
Secondary School Certificate (S.S.C.)	Business Studies	4.13 (Out of 5)	Khulna Zilla School	2004-2006

JOB EXPERIENCES

JOB TITLE

- **Designation:** Assistant Manager
- **Company:** Impel Service & Solutions Limited (ISSL)
- **Duration:** From January 2017 (Running)
- **Department:** Mobile Value Added Service (MVAS) & Digital Service

Major Responsibilities:

- Responsible for revenue growth and business expansion.
- Leading the Value Added & Digital service department.
- Maintaining communication with all Telecom Operators and other 3rd party stakeholders.
- Negotiation and signing agreement with new partners.
- Liaise with legal consultant to avoid regulatory issues.

- Liaise with technical team to run smooth operation.
- Doing market analysis before developing new digital product.
- Developing diversified Digital Product (App & WEB) based on market trend.
- Monitoring both in-house & outsource Digital Content (Video, Audio, Image & Text) making team.
- Monitoring digital content QC team.

As Trainer:

- Conducting training in Skills for Employment Investment Program (SEIP), which is introduced by Bangladesh Ministry of Finance and monitored by Bangladesh Association of Call Center & Outsourcing (BACCO).
- Written Competency Based Learning Material (CBLM) on “**Professional Digital Content Management**”, will be used as handout for trainee in SEIP course.

JOB EXPERIENCES

JOB TITLE

- **Designation:** Senior Executive
- **Company:** Impel Service & Solutions Limited (ISSL)
- **Duration:** From September 2015 to December 2016
- **Department:** Mobile Value Added Service (MVAS) & Digital Service

Major Responsibilities:

- Prepare product segment wise business proposal and hunt for new business.
- Sourcing new content partners to expand business.
- Doing QC of digital content.
- Formulating road-map before doing promotion and execute the plan.
- Preparing promotion budget.
- Customer behavior analysis and plan for retention.
- Generating monthly revenue report & forward to accounts department.
- Attending all clients meeting.
- Handling customer complaint.

JOB EXPERIENCES

JOB TITLE

- **Designation:** Executive Business Operation
- **Company:** Altruist Technologies Pvt. Ltd.
- **Duration:** From August 2014 to August 2015
- **Department:** Mobile Value Added Service (MVAS) & Digital Service

Major Responsibilities: Performed below activities during my job tenure:-

For GrameenPhone (GP)

- Responsible for revenue growth of GPSTORE WAP platform (Branded service of GP).
- On behalf of GP manage all of their Content Providers.
- On behalf of GP, check content quality before making them live in the platform.
- Doing daily business analysis and send summary report to GP.
- Conducting training to all stakeholders of GPSTORE on business modality, platform functionality & reporting process.
- Alignment with the technical team to run all the products & services smoothly.

- Working as Project Coordinator to develop "EasyNet" (Biggest internet product of GP).
- Successfully launched the "EasyNet" product.
- Attending all clients meeting.
- Handling customer complaint.
- Generating monthly revenue report & forward it to the respective partners.
- Ensure hassle free payment disbursement to the partners.

For Robi-Airtel: POC for Business Messaging Platform service and Friends Chat service.

As Administrative Support:

- Monitoring employee attendance.
- Handling logistics purchasing.
- Managing petty cash and payment to vendors.

COMPUTER & OTHER SKILLS

- Operating System – Windows 7, Windows 8.1, Windows 10.
- Use of applications –
 - Professional level- MS Word, MS Excel, MS Power-Point, MS Outlook.
 - Normal level- Adobe Photoshop, Adobe Premiere Pro, MS Project.
- Excellent command over internet applications.
- Business skills set –
 - Customer Experience ■ Business Strategy & Planning ■ Business Development
 - Vendor Management ■ Marketing Strategy ■ Telecom VAS ■ Solution Sales
 - Team Management ■ Conduct Training

EXTRA CURRICULAR ACTIVITIES

Ex member of AIUB Business Club, participated in many inter-university competitions, attended diversified business programs and conferences.

PERSONAL DETAILS

Date of Birth	13 th November, 1990
Nationality	Bangladeshi
Religion	Islam
National Id No.	19904798518000163
Marital Status	Single
Permanent Address	85/5 Majid Soroni Road, Sonadanga, Khulna

REFERENCES

<p>Md. Sadikur Rahman Sales Manager, Agency Management. MetLife, Khulna Branch Mobile: +8801755551763 sadikur.rahman@metlifealico.com</p>	<p>Mohammad Zakaria Masud Professor & Head Department of Accounting American International University Bangladesh (AIUB). Mobile: +8801552-410177 zakaria_masud@aiub.edu</p>
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Signature

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 Naeem Uddin Biswas