

Summary

Experienced tech-savvy project manager versed in all aspects of digital project life cycle and successful delivery from inception to completion to ensure maximum customer satisfaction and business revenue. Expertise in coordinating diverse teams, tools and resources to complete objectives. Organized and detail-oriented with proactive and hard-working nature.

Skills

- Planning and scheduling
- Process improvements & Analytics
- Business process re-engineering
- Prince2/ Agile/Scrum expertise
- Budget Management
- Risk mitigation and management
- Digital Project Management
- Social media engagement
- PPC campaigns across multi-channel
- Campaign design & development
- ROI driven and strategic planning
- Google AdWords, Analytics

Work Experience

Technical Project Lead: (contractor)

06/2018 – till date

FLEXFOG – London

- Oversea multiple projects SAAS, IoT, ERP etc across all phases of development.
- Monitor workflow and make timeline adjustments as needed.
- ROI driven digital campaign management utilizing best practice strategy from the industry.
- Coordinating with internal team and vendor/ partners to achieve milestones
- Proficient in Digital Media, analytics & optimization, E-commerce and Telecom Infrastructure.
- Collaborate with development to plan project sprints.

Project In-charge

06/2009 -12/ 2016

Mobiserve Holding -APAC

- Supported development and software quality assurance to ensure optimal progress and product stability for end users.
- Wrapped-up millions dollar service delivery to Axiata, Grameenphone, Huawei, Ericsson, Orascom and other IT & Telecom operators.
- Created new revenue streams through strategic policies by acquiring market shares in APAC
- Strengthened company's business by implementing of standard service delivery model in network operation, network optimization, O&M, BPO services.
- Initiated rollout of new enterprise BPO and Optical fiber solution for green banking.
- Ensured service delivery network Optimization, Roll Out, Maintenance for various operators.

Customer Project Manager: NDI Service Engineer

Ericsson- Dhaka

09/ 2006 – 08/2008

- Partnered successfully with Clients, KAM, contractors to produce optimized delivery.
- Updating knowledge and skills across change areas with in Global Ericsson.
- Spearheaded cross-functional initiative to sign-off and achieve service delivery as per SLA.
- Lead and post best practice knowledge sharing in Ericsson Global knowledge base portal and followed Ericsson Project Management Model - PROPS C.
- Trained, coached and mentored staff and quarterly evaluate vendors.
- Developed and rolled out new policies, diverse commercial flair in the Wireless projects.

Roll out Manager

05/2006 – 09/2006

Motorola Inc. -Dhaka

- Setting up new operation and delivered complex services to customer.
- Site Acquisition regarding optimum solution for the network, follow up site acquisition report, technical survey report, check opinion on legal docs, technical site survey toward site securing.
- Achieving targets and milestones, maintain, update and track roll-out master tracker, staff supervision, assign job, integrate and coordinate employees, team building and development, dispute solve, commercial correspondence and external affairs.
- Solid knowledge on RF Cell planning, TEMS, CW, GSM, SS, BSC components.

Project Coordinator

03/ 2004- 05/2006

Grameenphone (Telenor) - Dhaka

- Delivered more than 3000 collocation sites. And execution of leases for base stations, office, logistic center, sales center, sub-center.
- Trained and mentoring new employees in the department to achieve significant improvements in their productivity.
- Drive co-location, SWAP, Fiber optical project.

Education**Masters in Economics**

2004

University of Dhaka

Bachelor in Economics

2003

University of Dhaka

Accomplishments

- Digital Project Led: Client account's strategy, Data Analytics and campaign development.
- Saved the company £2M over 3 years by implementing a successful productivity improvement plan. Reduced department operating costs by 7% in 12 months. Designed and launched the O&M Project, resulting in a 30% increase in market share for the company.
- Managed more than 10 projects with budgets of totaling £30M in IT and Telecom.
- Business Development: Spearheaded acquisition of two competitor companies. Developed new marketing strategy which increased customer base by 26%.

Certifications

- Association for Project Management (APM) certified **PRINCE2® Practitioner** Project Manager.
- Project Management Institute (PMI) & Semcon certified **ERICSSON PROPS-C** Project Manager.
- Ericsson Education Malaysia certified **GSM System Survey**
- **Google Adwords**

Reference

Provided upon request