



Abu Sakib Abdullah

Specialist

Self Service & E-Commerce, Digital & Device, Commercial at Grameenphone Ltd.
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Summary

How you design your footsteps in your audience's mind, will determine your business and presence in the community. From the very beginning of my career, I have developed my skills and knowledge in Product Management, Project Management, Ecommerce, Customer Experience, Content Management, Content Marketing, Vendor Management, E-business, Social Media Presence, Online Sales, Analytic, Small Screen, Online Strategy, Online Self-care, App Management, Service Design and Digital Distribution. I fabricated a proven track record of all those skills and developing them over time through Hard Work, Team Achievement, Flexibility and challenging myself over and over again. I would love to take future challenges to improve all i have till date and to increase and justify my limits.

Experience

Specialist - Self Service & E-Commerce, Digital & Device, Commercial at Grameenphone Ltd.

July 2015 - Present

Driving company's self-service E-commerce. Individually responsible for managing self-care platform both in large and small screen, as well as the core service application of Grameenphone Ltd. Make strategies and take necessary initiatives and decisions to achieve the greater goal of this digitally enhanced company.

Specialist - Digital & Social Media, Customer Experience, Commercial at Grameenphone Ltd.

December 2013 - July 2015 (1 year 8 months)

Design, develop and maintain small screen channel and create market strategy to increase the revenue of those portfolio. Managing online content and drive project to solve critical issues and do necessary revamp. Ensuring a commercially dynamic store through promotions and tools. Globally work with international vendors and content providers. Maintaining internet for all strategies and responsible for company's image of sharing digital contents through small & large screen.

Senior Executive - Project & Excellence, Implementation, Technology at Grameenphone Ltd.

November 2011 - December 2013 (2 years 2 months)

Controlling every project running by Implementation, Technology and verifying requirements for any projects. Communicate with different vendors, follow-up the process flow, cross check with different ends. Supporting to adopt work environment, compliance, HSSE , IVC requirement as mandated by Technology and/or company management. Organizing and creating events to support any ongoing project. Representing and running of different tasks of Implementation control inside and outside of the organization. Ensuring Page2 smooth project operation by proper follow up and cross functional coordination. Continuous follow up of project targets and relates with the goal.

Senior Executive - Voice of Customer Management, Commercial at Grameenphone Ltd.

January 2011 - November 2011 (11 months)

Solving any internal or external complains or request and giving feedback to valued customer regarding their concern. Providing adjustment regarding any mis-communications and handing non-complaint issues at end of service delivery. Responsible for maintaining company image by assuring solution for all complains.

Customer Manager - Contact Center, Customer Service, Commercial at Grameenphone Ltd

September 2008 - January 2011 (2 years 5 months)

Delivering company policies to the customer. Solving different problems or answering any queries from customer's end. Achieving small team target in order to achieve overall company goal and maintaining all the KPI of sales and services to improve company profit and service quality.

Local Committee Vice President - Outgoing Exchange at AIESEC

April 2008 - April 2009 (1 year 1 month)

Analyzing the current market of international internship and promoting AIESEC international internship to the youth. Promoting AIESEC to the externals by organizing different events and maintaining team bonding and create team work environment. Working as a project leader of different project.

Manager - Outgoing Exchange at AIESEC

April 2007 - April 2008 (1 year 1 month)

Matching student's qualifications with company requirement for international internship. Working as a member of organizing committee(OC) of different events. Promoting AIESEC internship to different Universities and reporting day to day activities about exchange to the superior and keeping track of them.

Projects

Project : Easy Net (Digital & Device, Grameenphone Ltd.)

January 2015 – August 2015

Enabling not data users to have a taste of internet and allow them to: 1. LEARN, where customer can learn about internet through video and other tutorial. 2. TRY, where they can try free browsing and contents like free Facebook, free Wikipedia and so on. 3. BUY, if the customer wants to explore more about internet and it's possibilities, he can activate internet from this segment and carry on using it.

Project : Customer 1st App (Customer Experience, Grameenphone Ltd.)

August 2014 - September 2014

App for employees only to act as a Brand Ambassador of Grameenphone.

Project : GP Store Revamp (Digital & Social Media, Customer Experience, Grameenphone Ltd.)

January 2014 - June 2014

Revamping GP World into the most advance content site of Bangladesh. Increase the capability, look feel and adaptability with the growing technology.

Project : 3G (Technology, Grameenphone Ltd.)

September 2013 - December 2013

Arranging 3G training for Operations, Technology. Inventory and Logistic Support for 3G launching. Prioritize internal and external issues and follow up with user acceptance time to time for a smooth 3G after launch operation.

Project: Rollout 2012 (Technology, Grameenphone Ltd.)

January 2012 - December 2012

Ensuring 856 site on aired by the end of 2012. Ensuring proper network quality at the end of 2012. Managing regional project managers to make sure their work is going smooth. Taking initiatives to ensure power connections in different sites.

Project: 244 (Implementation, Technology, Grameenphone Ltd.)

December 2011 - December 2011

Implementing 244 site on aired in December'2011. Improving network quality to a certain level, just after the network swap.

Project: CTC Tickets Control (Implementation, Technology, Grameenphone Ltd.)

January 2012 - December 2013

Controlling the solved and unsolved ticket flow through out Implementation, Technology.

Education

Bachelor of Science, Electronics & Communication Engineering (ECE)

2007 - 2010 | BRAC University

Activities and Societies: International Exchange, HIV Campaign, Talk Show, Film Club, AIESEC, EL PRO Activities, Residential Semester, Bangladesh Studies, Social Volunteer, Indoor and outdoor Sports, Music.

Higher Secondary Certificate (HSC)

2004 - 2006 | Rajuk Uttara Model School & College

Activities and Societies: Peace Rally, Writing Competition, Sports.

Secondary School Certificate (S.S.C)

1994 - 2004 | Rajuk Uttara Model School & College

Activities and Societies: Sports, Science Fair, Bangladesh National Cadet Core, Debate.

Skills & Expertise

E-business | Online Self-Service | Project Management | Digital Marketing | Ecommerce | Analytics | Social Media| Info graphics | Change Management | GSM | VAS | Content Management | Content Strategy | Small Screen | Telecommunications | Team Management | Core Network | Team Leadership | 2G | Customer Experience | Mobile Devices | Event Management | Market Research | Project Planning |

Computer Network Operations | Negotiation | Network Optimization | Telecommunications | Billing |
Transmission | CDMA | 3G | GPRS | USSD | Customer Lifecycle | Project Coordination | Customer
Insight Management | Presentation & Communication

Certifications, Honors and Awards

STEP (Strive Towards Excellence Program)

May 2015 | Grameenphone Ltd.

Digi Buzz (Monetize Social Media)

April 2015 | SD Asia

Service Design Academy

December 2014 | Telenor Group & Pebble Road

Project Management Foundation

June 2013 | Grameenphone Ltd.

Professional Skill Development Program (PSDP)

July 2010 | BRAC University

Best Employee of the Month

April 2015 | Grameenphone Ltd.

Best Employee of the Month

July 2014 | Grameenphone Ltd.

3G Launch Contributor

December 2014 | Grameenphone Ltd

DIN Certificate

April 2008 | BRAC University

El-Pro Certification

June 2007 | BRAC University

Medal from Honorable Education Minister for HSC

May 2006 | Government Of People's Republic of Bangladesh

Medal from Honorable Education Minister for SSC

May 2004 | Government Of People's Republic of Bangladesh

Volunteer Experience

International Internship and Student Exchange | AIESEC

April 2007 - April 2009

Finding suitable international internship for students across the globe. Promoting and creating event for different socially responsible activities.

HIV Awareness Campaign | AIESEC & Standard Chartered Bangladesh

Nov 2007 - Nov 2007

Creating awareness through different digital content and awareness materials along with real life experience sharing of few self empowered human being.

Languages

English	Full professional proficiency
Bangla	Native or bilingual proficiency

Personal Information

Father	M. Habibur Rahman
Mother	Firoza Habib
Date of birth	23.06.1988
Nationality	Bangladeshi

References

Zakia Zerín

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Nasima Begum

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