

TO WHOM IT MAY CONCERN

With 15+ years of progressive experience across FMCG, pharmaceuticals, manufacturing, corporate, insurance, and media sectors, I have led end-to-end HR functions, administration, factory operations, and operational management while driving engagement, compliance, and organizational effectiveness. I offer **deep expertise in organization development, talent management, SOP and process improvement, ERP/Payroll systems, and Bangladesh Labor Law**, equipping me to deliver immediate strategic and operational impact.

As Head (HR & Admin) at Technocom Solutions Ltd, I currently oversee recruitment, onboarding, training, payroll, leave management, grievance handling, disciplinary matters, performance appraisals, and employee engagement programs, ensuring alignment with organizational objectives. I have successfully implemented HR systems and processes that improve efficiency, workforce productivity, and compliance. Key strengths include:

Administration & Operations Leadership:

Overseeing facilities, transport, procurement, security, production support, delivery/logistics, and HSE programs.

Strategic HR Leadership:

Developing and executing policies, SOPs, and HR systems aligned with business goals.

Talent & Performance Management:

Recruitment, succession planning, retention, and learning & development initiatives.

Employee Relations & Compliance:

Grievance handling, disciplinary issues, and ensuring adherence to labor laws.

Payroll & Operational Oversight:

Managing payroll, benefits, leave, and HR metrics to optimize performance.

Digital & Analytical Proficiency:

Leveraging HRIS, ERP, and workforce analytics to streamline processes.

Leadership & People Skills:

Building strong relationships, fostering engagement, and mentoring high-performing teams.

I am passionate about creating professional, fair, and growth-oriented workplaces. My background across diverse industries and my comprehensive HR and operations expertise position me to strengthen your human capital, administrative excellence, and factory operations.

I welcome the opportunity to discuss how my skills and vision align with your organization's objectives. Thank you for considering my application.

Sincerely,

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ABOUT

HR, Administration & Operations leader with 15+ years of cross-industry experience in **FMCG, pharmaceuticals, manufacturing, insurance, corporate, and media** sectors. Deep expertise in **Organizational Development (OD), Talent Management, SOP development, and process improvement**, with proven success in factory HR/Admin, payroll, compliance, and workforce analytics. Recognized for **exceptional leadership, communication, and problem-solving skills**, implementing HRIS/ERP systems, automating processes, and driving engagement, cost optimization, and organizational growth.

CORE SKILLS

- **Strategic HR Leadership & Organizational Development:**
Designing HR policies, SOPs, change management initiatives, and workforce planning to drive organizational growth.
- **Talent Management & Succession Planning:**
Leading recruitment, onboarding, retention, L&D, and competency mapping to build high-performing teams.
- **Payroll, Compliance & Labor Law Expertise:**
Managing payroll automation, benefits, audits, and full adherence to Bangladesh Labor Law and regulatory frameworks.
- **Employee Relations & Engagement:**
Handling grievances, disciplinary issues, conflict resolution, and building positive, inclusive workplace cultures.
- **Administration, Factory & Operations Leadership:**
Overseeing facilities, procurement, factory HR/Admin, security, production support, logistics, transport, and HSE programs.
- **Process Improvement & SOP Development:**
Streamlining workflows, implementing best practices, and driving efficiency across HR, Admin, and operations.
- **HRIS / ERP & Digital Transformation:**
Implementing HRIS/ERP systems, automating processes, and applying predictive analytics for HR metrics and workforce insights.
- **Performance Management & Analytics:**
Designing KPI/KRA frameworks, dashboards, and data-driven reporting to inform strategic decisions.
- **Leadership, Communication & Problem-Solving:**
Mentoring teams, fostering collaboration, and resolving complex operational challenges with innovative solutions.

EXPERIENCE

Head (HR & Admin) – Technocom Solutions Ltd | FMCG | Dhaka | May 2024 – Present

- Developed and implemented company-wide HR & Admin strategies, policies, and systems aligned with labor laws and corporate objectives.
- Led recruitment, succession planning, retention, and talent development programs for all employees.
- Oversaw payroll automation, benefits, HR budgeting, workforce analytics, and compliance audits.
- Guided grievance handling, disciplinary cases, and labor relations to ensure uninterrupted operations.
- Implemented HRIS/ERP upgrades and data-driven reporting to support strategic decision-making.
- Mentored HR/Admin teams, building leadership capacity and improving engagement.

Head of Admin, HR & Operations – Terranova Developments Ltd | Real Estate | Dhaka | Feb 2016 – May 2024

- Directed HR, Admin, Operations, Procurement, and Public Relations across multiple projects and sites.
- Managed recruitment, onboarding, training, safety, and compliance programs enhancing productivity and retention.
- Oversaw logistics, transport, security, and vendor management to support large-scale operations.
- Introduced HR automation tools, paperless systems, and analytics to improve accuracy and reduce cost.
- Drove employee engagement, workforce optimization, and succession planning initiatives.

Head of HR & Admin – Ekushey Television Ltd | Media | Dhaka | Oct 2010 – Feb 2016

- Managed recruitment, onboarding, employee development, and corporate communications.
- Oversaw disciplinary procedures, grievance handling, contracts, and labor law compliance.
- Designed and implemented HRIS and payroll systems to streamline HR and Admin workflows.
- Coordinated board matters, internal events, and employee engagement activities to build a positive culture.

Manager (HR & Admin) – Akij Particle Board Mills Ltd | Manufacturer | Factory, Manikganj | Jun 2007 – Oct 2010

- Managed factory HR and Administration including recruitment, training, production planning, and quality control.
- Negotiated with trade unions, handled grievance resolution, and ensured compliance with labor and safety regulations.
- Introduced preventive maintenance systems, performance tracking, and safety programs.
- Supervised transport, security, and vendor management to support factory operations.

Manager (HR & Admin) – UniMed & UniHealth Manufacturers Ltd | Pharmaceuticals | Dhaka | Jun 2003 – May 2007

- Developed HR policies, recruitment pipelines, and training initiatives specific to pharmaceutical Sales & operations.
- Managed payroll, benefits, leave administration, and performance appraisals ensuring compliance and accuracy.
- Oversaw grievance handling, disciplinary actions, and employee engagement initiatives.
- Ensured adherence to labor laws, GMP, and pharmaceutical regulatory requirements.

EDUCATION

- **MBA in HR Management** – National Institute of Business Management (NIBM), India – Expected 2025
- **M.Sc. in Geography** – University of Rajshahi – 1993 (1996)
- **B.Sc.** – University of Rajshahi (1991–1992)
- **PGD in Personnel Management** – IPM Bangladesh (1994–1995)
- **PGD in Management** – Bangladesh Open University (2007–2008)

CERTIFICATIONS

- AI Made Simple | Digital Hub Dhaka
- HR's Path to Unlocking Belonging, Equity & Trust | HAPA LinkedIn
- AML/CTF Regulations & ML Mitigation | AUSTRAC, Australia
- Identification & Mitigation of ML in Bangladesh | AUSTRAC, Australian Govt
- Disputes & Disciplinary Proceedings | HR Soulmates WB
- Bangladesh Labor Law & Rules | Blue Crow Services
- Training for Trainers | International Board of Certified Trainers
- Quality Awareness | TACK Training International, UK
- Bookkeeping & Accounting | SCITI Dhaka

TECHNICAL SKILLS / DIGITAL TOOLS

- **HRIS & Payroll Systems:** HRM Pro, OrangeHRM, SAP HR, payroll automation
- **AI & Analytics:** ChatGPT, Gemini, DeepSeek, Manus for workforce analytics & HR automation
- **ERP & Operations Management:** Implementing ERP for HR, finance, inventory
- **MS Office Suite:** Advanced Excel, Word, WordPress, PowerPoint for reporting & presentations
- **Website & Digital Management:** WordPress, SEO, content updates

LANGUAGES

- Bengali (Native), English (Fluent)
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