

Resume

Proshanto Kumar Paul

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CAREER OBJECTIVES:

To be placed in a company in which I can use my technical skills and knowledge to the improvement of the company and personal growth.

CAREER SUMMARY:

I have more than 8+ year's experience in Facilities Engineer, Customer Service Officer, Electro Mechanical Engineer, System Administrator and Project Engineer roles in difference organization.

Professional Experience:

- 1) Company Name : **Jones Lang LaSalle (JLL)**
Designation : M&E Executive for Bangladesh in HSBC Bank.
Duration : 01 June 2015 to till date.
Department : Integrated Facilities Management (IFM)
Job Description :

Procurement and Vendor Management:

- Manage the vendor procurement and management practices of the various CA sites and ensure renegotiation and tendering, including tender documentation; evaluation of tenders and preparation of contracts is in accordance with agreed client procurement guidelines.
- Benchmark services across properties within the country as well as across the region.
- Administer the virtual approval process for contract execution.
- Co-ordinate and monitor the contractor management program.

Facilities Operations:

- Implement a comprehensive energy management program.
- Implement building procedures and performance measures to ensure simplification and accuracy of work methods and reliability of systems. Regional consistency will be of importance.
- Manage the Preventive and Planned Maintenance programmed to minimize maintenance, repair and replacement costs together with minimizing the risk of plant failure.
- Ensure that the team liaises closely with the Regional Operations procedures to ensure service standards are maintained
- Recommend continuous quality improvement practices across the region, ensuring initiatives in one country are followed up in the other parts of the region to maximize the benefits to CA
- Ensure consistency of regional policies & procedures with constant updating of One view and that all staff have adequate familiarity with the systems as well as the policies.
- Implement, comply with and audit all internal management systems, for quality assurance.
- Assist with the coordination of Churn and other relocations activities.
- Ensure all Critical Environment (CEM) requirements are met.
- Ensure all Reactive Maintenance is completed as per the agreed timeframes.
- Ensure all Financial Management requirements are completed in a timely and accurate manner.

Risk Management:

- Coordinate a property risk management program which identifies major property risks including occupational health and safety, fire safety and essential services and environmental.
- Ensure data integrity of all information loaded into systems and comply with the audit process from time to time.
- Assist in the development of guidelines and strategies to protect health and safety of staff and others, protect CA and Jones Lang LaSalle reputations.
- Ensure disaster recovery and business continuity planning is implemented and maintained.
- Ensure escalation procedures are in place and observed for incident and problem reporting including advice to CA Regional Managers and insurance company.
- To make sure that O&M team is working with proper PPEs 100% .To obey all the HSE points & to provide HSE training to O&M team. Establish performance benchmark, conduct analyses and prepare reports on all aspects of the critical facility operation and maintenance.
- Work with compliance functions to identify emerging regulatory risk through various works execution/ operations and to enhance and expand reportable issues to Head of Services.

Profitability/ Savings Initiatives:

- Develop initiatives and strategies that lead to cost savings and service improvement

Customer Service / Client Relationships:

- Evaluate service response time and analyze occupants' service request trends and suggestions
- Ensure feedback from client sessions is recorded and actioned to the satisfaction of the end user.
- Pro-actively develop and manage client / business unit relationships ensuring that the expected service levels are achieved across the region.
- Lead by example and groom the team in achieving maximum client satisfaction level.

Finance:

- Responsible for developing and following budget for all services and or locations under his / her responsibility
- Review monthly financial reports including the preparation of accruals and variance analysis with FMs and Regional Finance Manager (as required).
- Assist in the budgeting and Recommit process including reviews with Regional Finance Managers as required.
- Administer the One View website and ensure that all reports and other relevant data are regularly updated.

Reporting:

- Deliver delivers meaningful inputs across the region in the development of monthly management reports.
- Reporting - Prepare daily / weekly reports on call status. Prepare monthly report on recurring calls and assist Assistant Manager - Facilities in job card analysis Liaise with JLL America's team on any OVS related issues.

Training:

- Ensure the team is well trained on all facilities policies, procedures and systems. Work closely with the Jones Lang LaSalle senior Account team to devise new and innovative methods of learning built around skill development, leadership and succession planning
- Assign buddies for new team members to ensure team work, consistency & rationalization of the team.

Leadership / Staff Management:

- Actively encourage an environment that supports teamwork, co-operation & performance excellence
- Act as manager and a coach for the team ensuring high staff morale, trust and work ethics.
- Develop and implement effective help desk system using Corrigo.
- Supervise all HD related activities, and ensure the HD operators follow the below HD guidelines
- To provide Call logging services in accordance with the service guidelines.
- Receive and log complaints - Record complete details of the service requests / complaints from employees of -Convergys. Assign Unique Identity numbers for all service requests / complaints
- Work order / Job cards - Generate job cards / work orders for all service requests with specific tasks by assigning unique reference numbers
- Assign and Dispatch - Assign specific service providers based on the nature of request / complain.
- Follow- up on completion - Close service requests by regularly following up with respective service assignee and record response times
- Occupier feedback - Communicate with requestor to ensure call closure, request status, reasoning and commit on probable timing of call closure.

Achievements:

- Make sure that O&M team is working with proper PPEs.
- Achievement my CRO target and Meet the personal KPI.
- Develop CSAT 80% and Client best wishes.

2) Company Name : **MAZADA GROUP OF COMPANIES**
Designation : Sr. Engineer (Operation & Maintenance)
Duration : 01 December 2013 to 31 May 2015 date.
Department : Operation & Maintenance
Job Description :

a) Team Management:

- Service Team Handling and provide Maintenance Training.
- Review and ensure compliance to project systems.
- Handle Change Request, Handle emergency Support.
- Manage stakeholder expectation through different meeting, forum and sessions.

b) Operation Management:

- Handle all type of breakthrough and make sure the high performance of engine, Ensure the comfort service for valued client.
- Provide support & feedback to customer groups for enabling market competitiveness and increasing operational efficiency
- Regular Preventive Maintenance and rectify any Mechanical & Electrical Fault.
- Service Team Handling and provide Maintenance Training.
- Review and ensure compliance to project systems.
- Process rollout and management locally.
- Regular project visit and Project Planning, Project Implementation.
- Handle Change Request, Handle emergency Support.

c) Risk Management:

- Comply with local, project risk policy.
- Ensure regulators policies are complied.
- Maintain constant state of readiness in support of the mission goal of 99.99% uptime.

d) Contract Management:

- Expert sourcing, Collect Customer feedback.
- Take corrective action based on Customer feedback.
- Lead, Execute, manage contract lifecycle for Company contracts.
- Negotiate/ renegotiate contracts, help other buyers by providing guidance for contract

e) Vendor Management:

- Manage vendor relationship management.
- Ensure proper due diligence achieved for third party vendors
- Implement new vendor risk management policy, guidelines etc

f) Achievements:

- Best performer
- Developed their rental project and distribution channel and made the list of Industrial clients.
- Special projects like Chevron Corporation , KrisEnergy, Summit Bibiyana 1: 320 Mw Power Plant etc properly completed..

3) Company Name : **CORONA GROUP OF COMPANIES**
Designation : Executive (Technical)
Duration : 16August 2010 to 30 November 2013 date.
Department : Technical Service
Job Description :

- Perform a variety of sales and service activities to retail and Dealer, mass affluent, high net worth and customers, either face to face or through an alternate channel.
- Put emphasis on counter services, risk operation and control.
- Recognize opportunities by making referrals for client conversion, acquisition of new customer relationships and or cross and up-sell of Company products and services that cross multiple distribution channels.
- Responsible for ensuring the accurate and timely processing of all activities.
- Provide operational support as required.
- Identify and understand basic customer needs in order to exceed customer expectations.
- Act as first level escalation for handling customer inquiries.
- Maintain superior and courteous service to promote products and expand customer relationships.

- Deliver fair outcomes for our customers and ensure own conduct maintains the orderly and transparent operation of markets.
- Contribute to team-based approach in managing customer needs.
- Actively participate and assist with all service promotional programs, sales and direct marketing initiatives.
- Participate in business development programs within area of specialty to enhance product knowledge and cross selling skills.
- Adhere to operational policies and procedures and effectively identifies and manages applicable sanctions and reputational risks.
- Attained the TENDER of Gov. and privet sector and ensure the comfort service for valued client.

Educational Qualification:

Program	Name of University	Result	Year of Passing	Board
B.Sc engineering of Electrical and Electronics (EEE)	Atish Dipankar University of science and Technology (ADUST)	G.P.A-3.44	2013	University of Atish Dipankar
Diploma engineering of Power Technology	Khulna Polytechnic Institute, Khulna.	G.P.A-3.08	2010	Bangladesh Technical Education Board.
Secondary school certificate (SSC) at Science	Bordia Secondary School, Norail	G.P.A-3.00	2002	Jessore

Training

- Project Management: Choosing the Right Online Tool on 2nd December'2020
- JLL Information security awareness training on 2nd July'2020
- Safety & operation Training in "Chevron" (12-08-2014 to 14-08-2014) Date.
- Fire & Safety Training in "Bangladesh Red Crescent Society" (12-07-2017 to 13-07-2017) Date.

Computer Skills:

Windows, M.S Word, M.S Excel, Power Point, Internet Networking.

Area of Interest

Reading newspapers and magazines, visiting historical places, listening music, watching and playing cricket and also like to help disable persons.

Reference:

Ikramul Bashar

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Thanks And Regards
Proshanto Paul
Date: 10th January'2021