

Mahfuzur Rahman Shabbir

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Professional Summary

Strategic and result-oriented **Operations & Administrative Professional** with proven expertise in **office management, HR operations, vendor management, and financial oversight** within the IT industry. Skilled in optimizing processes, building high-performing teams, and ensuring compliance with company policies and labor regulations. Recognized for successfully setting up and managing new office infrastructures, improving operational efficiency, and supporting organizational growth. Seeking to contribute expertise in **Operations / Administration** to a dynamic **multinational company** in Bangladesh.

Key Competencies & Skills

Operations Management: Workflow optimization, cross-functional coordination, KPI monitoring.

Administrative Leadership: Office setup, facility management, policy implementation.

HR Operations & Compliance: Recruitment, onboarding, engagement, payroll, labor law compliance.

Financial Oversight: Budget monitoring, vendor payments, cost control.

Vendor & Stakeholder Management: Negotiation, contract management, supplier relations.

Team Leadership & Development: Supervision, performance tracking, conflict resolution.

Process Improvement: SOPs, risk mitigation, efficiency enhancement.

Technical Tools: Microsoft Office Suite (Advanced), Google Workspace, HRIS systems, Basic MERN Stack.

Professional Experience

SDB IT – Dhaka

Operations Manager & HR | 1 Year 6 Month +

Key Responsibilities & Achievements:

- Managed all **administrative operations** including payroll preparation, salary sheet management, and salary distribution.
- Successfully led the **end-to-end setup of a new office**, including supervision of painting, interior design, electrical works, furniture arrangement, and vendor payments—completed within 1 month under my direct supervision.
- Oversaw staff productivity, monitored task completion, and ensured daily workflow efficiency.
- Handled HR responsibilities such as preparing offer letters for new employees and issuing termination letters when required.
- **Took charge of multi-role responsibilities:** HR, Product Manager, Operations Manager, and Financial Officer, ensuring smooth operations across all departments.

Education

Bachelor's Degree in Islamic Fiqh & Hadith

Jamia Islamia Darul Ulum Madaniya, Dhaka | 2021

Key Achievements

- **Established a new corporate office** from the ground up, managing vendors, contracts, and operational setup within strict timelines.
- **Reduced operational costs** by implementing vendor negotiation strategies and tighter budget control.
- **Improved employee satisfaction & retention** through structured HR practices and performance monitoring.
- Successfully **balanced dual roles (Operations & HR)**, showcasing adaptability and cross-functional expertise.