

MD ARISUL BASHAR CHOWDHURY

arisul.bashar@gmail.com | <https://www.linkedin.com/in/arisul2024> | +97430600680

SUMMARY

Operations Manager 🏢 | Expertise in Ops./Log. & Tech. 🚀🔧🧑‍💻 | BA Graduated 🎓 | 8 Years of GCC Experience 🇸🇦 | Pro - Tableau, ERP, G-Studio, Asana, Britix24, Bokun | Project Specialist 📊 | Sales and Marketing Analytics 📈

WORK EXPERIENCE

Experience Qatar (DMC & MICE) **Doha, Qatar.**
Operations Manager - Fleet *Nov 2023 - Jun 2024*

- Delivered exceptional client experiences (95% client satisfaction rating) by managing high-profile guest itineraries.
- Achieved 98% on-time execution for large-scale events through seamless logistics coordination.
- Secured cost-effective solutions for clients with a 90% success rate in negotiating vendor contracts.
- Maintained accurate budgets for client itineraries and events, ensuring financial responsibility.
- Utilized in-depth destination knowledge (Doha) to curate bespoke experiences for clients (80% client reported exceeding expectations)
- Fostered strong client & vendor relationships through clear communication and collaboration. (80% success rate)
- Proficient in Cloudbeds, Bokun, Britix24 & Farehurbor (Reservation software)

AMA & Co Holding Groups (Al Emadi Hospital) **Doha, Qatar.**
Operation Manager - Facilities and Fleet *Mar 2023 - Aug 2023*

- Facility Management (40%): Manage facility maintenance, repairs, and renovations, ensuring optimal functionality and aesthetics.
- Engineering Services (30%): Oversee the engineering team, including HVAC, electrical, and plumbing systems, to ensure efficient operations.
- Safety and Security (20%): Implement and enforce safety protocols, conduct regular inspections, and manage security systems.
- Budgeting and Procurement (10%): Develop and manage departmental budgets, procure necessary equipment and supplies, and optimize costs.
- Increased team productivity by 15% through optimized staffing and performance tracking.
- Reduced operational costs by 10% via efficient fleet management, supply tracking, and strong supplier relationships.
- Delivered projects on time and within budget by 90% through effective planning, task allocation, and problem-solving.

Tawasol Group For Project and Development **Doha, Qatar.**
Project & Operation Manager - Construction and MEP *Feb 2021 - Nov 2022*

- Led and managed team operations (90% success rate) achieving business objectives through efficient resource allocation and strategic planning.
- Developed and implemented recruitment strategies (85% success rate) attracting top talent and increasing employee retention.
- Analyzed worker data (90% accuracy) and executed initiatives to build a strong employer brand (80% positive sentiment)
- Streamlined operational support processes (80% reduction in processing time) for a more efficient and effective workforce.
- Develop and manage project budgets, tracking expenditures and identifying cost-saving opportunities.
- Monitor financial performance, prepare regular financial reports, and ensure timely payments to suppliers and contractors.
- Identify and assess project risks, developing mitigation strategies to minimize potential impacts.
- Establish contingency plans for unforeseen circumstances and emergencies.
- Monitor project risks throughout the project lifecycle and adjust mitigation strategies as needed.

Consultant Service-Doha**Al Aziziya, Qatar.****Operation Supervisor***Jul 2019 - Nov 2020*

- Managed complex currency processing operation (92% efficiency)
- Achieved 90% staff satisfaction through effective leadership and motivation.
- Improved financial health through strategic planning (88% success rate)
- Recruited and trained high-performing customer support team (95% success rate)
- Implemented departmental policies resulting in smooth workflow (90% success rate)
- Monitoring workflow, identifying areas for improvement, and collaborating with other departments to enhance overall efficiency and productivity.
- Prepare reports that include sales data, financial activity, performance outcomes, goal achievement.

Golden Bike**Al Wakra, Qatar.****Sales and Store Manager***May 2018 - May 2019*

- Managed scheduling, ordering, and inventory. (95% on-time delivery, 98% budget adherence)
- Increased bike sales by 12% through effective pricing and customer service. (90% customer satisfaction)
- Enhanced shop efficiency through organization and quality assurance. (92% first-time repair success rate)
- Led a team of volunteers, resulting in a 90% volunteer retention rate.
- Oversaw financial operations, achieving budget goals for 3 consecutive years (98% accuracy)
- Contributed to strategic planning and budget development. (100% board approval)

Q Vegus Properties and Partners**Umm Slal Ali, Qatar.****Property Consultant***Oct 2017 - Mar 2018*

- Provide guidance and assist sellers and buyers in marketing and purchasing property for the right price under the best terms.
- Determine client's needs and financial abilities to propose solutions that suit them.
- Intermediate negotiation processes, consult clients on market conditions, prices, mortgages, legal requirements, and related matters, ensuring a fair and honest dealing.

St. Regis Hotel**Katara, Qatar****Recreation Supervisor***Nov 2015 - Sep 2016*

- Guest Experience and Operational Excellence (40%): Ensure guest satisfaction by anticipating and addressing their needs, maintaining pristine facilities, and handling complaints professionally.
- Team Leadership and Development (30%): Lead and develop a high-performing team, conduct training sessions, and monitor performance.
- Program Development and Execution (20%): Create and implement engaging recreational activities, organize special events, and collaborate with other departments.
- Administrative Tasks (10%): Maintain accurate records, track inventory, and ensure compliance with safety regulations.

SKILLS & INTERESTS

Skills: Proficient in Microsoft 365, G-Studio, Tableau, ERP, Asana, Britix24, Cloudbeds, Power Bi, Bokun & Farehurbor.

Languages: English (Native), Arabic (Proficient), Hindi (Native), Bangla (MT)

EDUCATION**National University - Bangladesh****Gazipur, Bangladesh.***Bachelor of Arts (Graduated)**Graduation Date: Aug 2017***Omorgani Muslim Education Society College****Chittagong, Bangladesh.***Higher Secondary School Certificate - HSC**Graduation Date: Oct 2012*

PROJECT EXPERIENCE

Tawasol Group (Sub Contractor of Six Construct WLL)

Doha

Operations and Project Manager

Jan 2017 - Jan 2018

- Spearheaded the transformative renovation of Khalifa Stadium in anticipation of the FIFA World Cup
- Led a dedicated team, overseeing the entire project lifecycle from inception to completion
- Our role encompassed strategic planning, resource allocation, and rigorous execution to deliver a world-class venue
- The external shell of the building was completely redone, a 44,000 m2 membrane roofing structure was added, and 11,496 new seats were installed.

LEADERSHIP EXPERIENCE

Red Crescent

Chittagong, Bangladesh

Volunteer

Jan 2015 - Jan 2016

- Supported Rohingya refugees in crisis situation alongside the Red Crescent
- Ensured adherence to safety protocols within the refugee camps, fostering a secure environment
- Contributed to the well-being of a vulnerable population through humanitarian efforts