

Atiq Been Rahim

Professional Profile

Dynamic and motivated professional with a proven record of generating and building relationships, managing projects from concept to completion, designing educational strategies, and coaching individuals to success. Skilled in building cross-functional teams, demonstrating exceptional communication skills, and making critical decisions during challenges. Adaptable and transformational leader with an ability to work independently, creating effective presentations, and developing opportunities that further establish organizational goals.



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/atiqbeenrahim



17 New Seskin Court, Tallaght, Dublin 24

Core Skills

- Attention to Detail
- Analytical skills
- Solving problems under pressure
- Research & data collection
- Technologically sound & updated
- Advanced skills in MS Office Suite
- Time management & prioritisation
- Phone, Email & Face to face communications
- Team work
- Experience in working with Cross Functional department

Career Summery

Community Operations Analyst - COVALEN

Dublin, Ireland

April 2019 – Current



- Processing and reviewing Social Media accounts related to safety, security and anti-terrorism
- Validating, investigating and responding to enquiries of an urgent or sensitive nature and working on multiple projects
- Recognising international, domestic and regional trends and patterns within terrorism
- Understanding and performing Social Media content reviews under client supervision for International and Domestic cases following client processes and procedures
- Provide training to new employees on policy and procedure how to operate the system for taking action
- Doing Quality Audits as an expert reviewer
- Ad hoc job by Team Lead i.e. weekend work schedule preparation, organize fun huddle as a part of wellness, weekly business meeting update presentation etc.

PA to the MD & CEO – Super Star Group Ltd.

Dhaka, Bangladesh

Jun 2014 – Feb 2019



It's a successful manufacturer, importer and marketer of electrical accessories & equipment since 1994.

- Oversee and assist in all operations and administration of business aligning with MD & CEO
- Act as first point of contact over phone, email and in person and handle queries, maintain daily schedule and manage time according to priority for MD & CEO.
- Liaise for foreign & local business partners

- Ensure that all confidential information are dealt according to internal policies
- Arrange meetings, prepare meeting minutes and follow up with team
- Perform all the follow ups of pending activities and develop reports for the MD
- Handle several projects and delivered on time. Some are: BPT and Credit Sales Development.
- Work with SCM department for Vendor relation develop and management as a representative of Managing director
- Work as coordinator with cross functional department for new product planning and launching
- Perform all the travel related works for MD i.e. business communications, visa, flight and hotel booking etc.

Strategic Advisor (Part Time) - Crime Research and Analysis Foundation

Dhaka, Bangladesh

Jan 2016 – Feb 2019



Crime Research and Analysis Foundation (CRAF) is a non-profit Organization primarily based on online crime investigation formed by a group of young committed people at 2017 in Bangladesh formally.

- Gathering case-specific data, conducting deep-dive analysis and advising staff on action.
- Supervise technical team to help to identify fake news spreading in social media or in online news portals and take immediate action.
- Deal with graphic or domestic violence and issues of cyber blackmail through social media portals reported to us by victims. CRAF provides free support and guidance following internal policies
- Solve cybercrime, harassment, and suicide cases collaborating with law enforcement team and help the victims by maintaining confidentiality
- Provide support and training to our law enforcement cyber security team whenever necessary

Customer Service Executive – SSG Properties Ltd.

Dhaka, Bangladesh

April 2011 – Jun 2014

This is a strategic business unit of Super Star Group Ltd. It is a real estate company. For details: www.ssgpropertiesbd.com

- Answer calls/emails professionally to provide information about products and services, take/cancel orders, or obtain details of complaints.
- Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken. Process orders, forms and applications.
- Follow up to ensure that appropriate actions were taken on customers' requests according to agreement.
- Refer unresolved customer grievances or special requests to designated departments for further investigation.
- Contacting suppliers to make sure the raw materials arrives on time in project sites.
- Ad hoc job assigned by the manager.

Projects

- **Seguro Projects - Safety and Credible Threat escalation**
Covalen
Bengali Market Support
- **Business Plan Tracker (BPT) – Customized Software development**
Super Star Group
Team Lead (My Own Initiative) – (05.2017 to 09.2017)
- **Credit Sales Development (IMS tracker Develop and Credit recovery)**
Super Star Group
Team Coordinator – (02.2016 to 03.2017)

Language Skills

- **Bengali** - Native Speaker
- **English** - Professional Proficiency

International Certifications

- **PRINCE2** Foundation certificate in project management – Cert Number – GR656022700AR
- **ITIL** foundation certificate in IT service management – Cert Number- GR750394577AR

Educations & Qualifications (Certificates verified by QQI)

- **Executive Masters of Business Administration** (Equivalent NFQ Level 9)
American International University of Bangladesh -2015 to 2016
- **Bachelor of Business Administration** (Equivalent NFQ Level 8)
BRAC University, Bangladesh – 2006 to 2010
- **Higher Secondary Certificate Examination** (Equivalent Leaving Certificate across NFQ Level 4/5)
Dhaka Board, Bangladesh – 2005
- **Secondary School Certificate** (Equivalent Junior Certificate at NFQ Level 3)
Dhaka Board, Bangladesh – 2003

Trainings & Workshops

- **WFCM CPP program**
Covalen L&D, Sept – Oct 2020
- **Coach CPP program**
Covalen L&D, Apr – May 2020
- **Building Professional Resilience**
Covalen L&D, 20 May 2020

- **Interview Skills workshop**
Covalen L&D, 1 Apr 2020
- **Public Speaking Development**
Covalen L&D, Feb 2020
- **Advanced Managerial Communication & Self Leadership**
SSG HR, 23 & 24 July 2016

Extra-Curricular Activities

- Member of Social & Sports club of Covalen
- BRAC University Business Club, President – 2007 to 2009
- Active Member of BRAC University Drama & Theatre forum and act in different drama of university
- Organized and Lead in different programs and events of BRAC University
- Volunteering in different events and program nationally
- Fund raising activities
- Blood donation voluntarily
- Football and Cricket player of University team

➤ [References Available on request](#)