

Rafiul Alam

Leveraging technology for transforming business & changing society

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EXPERIENCE

Genweb2 Limited, Dhaka, BD — Head of Business Operation

September 2013 - PRESENT

- Turned around under-performing the Public Sector for Genweb2 into a high growth market from \$1Mil to \$5Mil - outperforming market growth rate through sales excellence, program management, government engagement, organizational realignment and partner enablement.
- Grew revenue 40% YOY for three consecutive years while increasing contribution margin as a percentage of revenue and introduced the “Business Centric Model” for disability.
- Conceptualized and implemented an accessible e-learning platform and integrated job portal for persons with disabilities in conjunction with the Bangladesh Government with an aim to create job opportunities for 2500+ persons with disabilities in the ICT sector.
- Led the entry of TCS BaNCS products in partnership with Genweb2 into the Bangladesh financial services market. Supported the formulation of a sound strategy to hunt for new logos in the country .
- Managed cross-domain teams & external partners (NGOs and Tech Firms) to implement firmly integrated solutions that spanned over multiple domains.
- Founder of Disability Inclusion Initiatives in Genweb2.
- Productized and raised funds for an online portal of e-commerce service for better marketing of jute diversified products by SMEs (over B2C and B2B touchpoints).
- Creating and efficiently managing strategic projects to drive revenue growth, value enhancement, and cost optimization.
- Responsible for crafting development project concepts (in the public sector) from the scratch and graduating the concept through trajectories till being awarded and implemented.
- Develop staffing strategies and implementation of Diversity, Equity and Inclusion plans to identify talent within and outside the organization.

SKILLS

Greenfield Project, Business Acumen , Account Management, Partnership Management, Relationship with C-level executives, Negotiation Skills, Presentation Skills, Public Speaking , Emotional Intelligence, Web Accessibility, SQL, MS Office

AWARDS

- "Unsung Hero" Award by Genweb2 Chairman- April 2015
- "Best Performer" 2017-2019 Award by Genweb2 Board
- TCS BaNCS Channel Partner Award by TCS Jan 2019 – Present
- “Letter of Appreciation” from the board of CSID for Social Impact- March 2021

LANGUAGES

- Bengali-Native
- English- Full Professional Proficiency
- Hindi- Limited Working Proficiency

Centre for Services and Information on Disability (CSID)-NGO, Dhaka, Bangladesh — Consultant (Pro bono)

August 2012- Present

- Helping CSID to generate project concepts by leveraging technology
- Promoting Web Accessibility among government agencies.
- Identifying and addressing legislative, policy and attitudinal gaps to promote employment rights of persons with disabilities.
- Working with CSID to ensure job placement of persons with disabilities and sensitizing employees and providing career guidance and counseling to persons with disabilities.
- Partnering CSID with for-profit organizations for sustainable growth.
- Conducting pre-school for the street children with disabilities and working for their rehabilitation.
- Responding to the problems of rehabilitation and care for children who have been subjected to violence.

Grameenphone, Dhaka, Bangladesh — Customer Manager, Contact Center (Part time)

April 2012 - August 2013

- To provide the highest quality of service to the customers.
- To keep abreast with the latest information about the products, policies and procedures of the company in order to handle customer queries and complaints effectively and efficiently.
- Provide feedback to the management about issues and challenges regarding customer and job, and suggest solutions.

EDUCATION

East West University, Bangladesh — Executive Master of Business Administration (EMBA)

2013 - 2017 | Major in Marketing

East West University, Bangladesh — Bachelor of Business Administration (BBA)

2008 - 2013 | Major in Marketing

NOTABLE PROJECTS

Name of Project:
Empowerment of Persons with Disabilities Including NDD through ICT

Name of Client:
ICT Division

Industry Vertical:
Government

Country:
Bangladesh

Role Performed:
Project Lead

Name of Project:
Accessible Job Portal

Name of Client:
Bdjobs.com

Funded By:
Innovation to Inclusion (i2i)

Leonard Cheshire (NGO)

Country:
Bangladesh

Role Performed:
Project Manager

Name of Project: Drug Control Information System

Name of Client:
Department of Narcotics Control (Government)

Funded By:
KOICA

Country:
Bangladesh

Role Performed:
Account Manager