

Mezbaul Haque

Executive Coordinator - Operations & IT

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SUMMARY

Operations professional with 5+ years of experience at one of Bangladesh's leading organizations, combining executive-level administrative coordination with practical IT asset and infrastructure knowledge. Experienced in managing office operations, asset tracking, and procurement simultaneously - a rare combination sought by organizations seeking a coordinator who keeps daily operations running while also handling the technical side of office and facility management. Proven track record running high-volume recruitment drives, onboarding new hires at scale, and designing operational systems from scratch that solve real problems and last.

EXPERIENCE

CHALDAL PLC.

June 2023 – Present | Dhaka, Bangladesh

Executive Coordinator

Office Operations & Administration

- Manage the CTO's calendar, coordinate **10+ monthly office meetings**, and organize monthly in-office events including game nights and indoor sports, supporting a positive and engaged workplace culture.
- Oversee daily office operations for **60+ employees** - covering maintenance, guest house upkeep, essential supplies, and supervision of cleaning and security staff.
- Developed and currently maintain **10+ SOPs** to streamline office workflows, reducing repeated escalations and improving team self-sufficiency across the office.
- Built an **Excel-based asset tracking system for 500+ tech assets**, bringing inventory accuracy to near 100% and reducing asset loss incidents significantly.
- Manage proactive stock levels for essential office supplies, maintaining near-zero downtime in availability.

Systems & Process Development

- Designed and implemented an **office lunch system** for **60+ employees** using Microsoft Forms, Excel, and Power Automate - automating daily opt-in reminders via Teams, coordinating vendor delivery, and reducing food wastage to **2-3 portions per order**.
- Built a **transportation reimbursement program** from scratch - designed the policy, created a Microsoft Forms submission workflow, and managed monthly verification of **1000+ receipts** via Excel, coordinating approvals with the accounts team.
- Developed and currently maintain monthly reporting systems for the CTO & VP of Engineering covering **WFH tracking, office attendance, late fines, and sick leave** - all built on Excel with data sourced from CC camera monitoring and internal records.

Logistics & Event Management

- Lead **1-2 large-scale bootcamps and team-building events annually**, managing full logistics for **70+ attendees** including hotel arrangements, laundry, transportation, and on-site coordination end-to-end.
- Coordinate international and domestic travel logistics for **12+ trips annually**, managing airport transfers, accommodation, and itinerary management for staff and executives.

HR, Recruitment & Onboarding

- Coordinated a recruitment seminar at BUET (2025) and led the organization's **first in-person interview sessions** - screened **600+ applications** and arranged interviews for **120+ candidates**.
- Managed end-to-end onboarding for **50+ new hires (2024-2025)** across multiple teams, ensuring smooth integration and alignment with organizational processes and standards.
- Manage **200+ monthly HR document requests** - remote work approvals, NOC letters, and employee certificates - coordinating with HR to ensure every request is processed and delivered within **1-2 working days**.

IT Assets, Infrastructure & Procurement

- Oversee the maintenance and operations of **two company data centers** to support high uptime and system stability.
- Built inventory records for **300+ data center assets** and infrastructure mapping documentation for **3 sites**, improving asset visibility and reducing time spent locating equipment.
- Coordinate directly with IT teams to resolve technical issues and support server performance optimization.
- Led IT procurement in 2025, sourcing and purchasing **20+ types of enterprise-grade hardware and technical equipment** while maintaining cost efficiency.
- Supported migration of **25+ servers and network devices** from a fire-affected site, assisting with rack setup, cabling, and minimizing operational downtime during transition.

CHALDAL PLC.

Tech Ops Executive

March 2021 – June 2023

Jashore, Bangladesh

- Provided technical support and troubleshooting for internal staff; tracked and resolved **1,000+ work items** via Azure DevOps, reducing average issue backlog and improving team response times.
- Supported recruitment operations by screening and shortlisting **1,500+ candidates** and coordinating interview scheduling across hiring cycles.
- Performed structured quality control on software and technical products, documenting findings and reporting directly to the relevant teams.

EDUCATION

National University

2022

Bachelor of Arts in Philosophy

SKILLS

Core Skills — Office Administration | HR Coordination | Procurement | Staff Supervision | Event & Logistics Coordination | Asset & Inventory Management | Vendor Management | Process Improvement

Microsoft 365 — Excel | Outlook | SharePoint | Teams | Power Automate | Forms | To Do | Word

Other Tools — Azure DevOps | internal ticketing systems | IP camera software | Winbox

LANGUAGES

English — Fluent

Bengali — Native/Bilingual

REFERENCES

Rezaur Rahman, *Chief Technology Officer*, Chaldal PLC.

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