



Rahatul Islam

Ophthalmic Territory Manager,
Photographer

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Languages

Bengali

English

Urdu

About

With a strong foundation in customer service and team management from diverse roles, including Ophthalmic Assistant and Team Lead at Itsu Victoria, I bring expertise in client advising, upselling, and store maintenance. Fluent in English, Bengali, and Urdu, my adaptability makes me an asset in any retail setting.

BRANDS WORKED WITH

Carl Zeiss Med;

Google

Guys and St Thomas' Hospital

Itsu Victoria

Moorfields Hoxton hub;

Ocado Group

Royal Free London – Barnet Hospital

Swiss Cottage Specsavers;

Experience

● B6 Ophthalmic Photographer

Royal Free London – Barnet Hospital | Feb 2024 - Now

(Ongoing part time role) Duties and responsibilities include: Responsible for performing specialist ophthalmic photography procedures, Undertake a full range of Ophthalmic photographic and imaging procedures whilst maintaining high quality images: Retinal Fluorescein Angiography, External and Fundus Imaging, Indocyanine Green Angiography, Posterior and anterior OCT, Stereo Optic Nerve Head photography, Anterior Segment slit lamp Imaging. Other duties involve:

- Leading Ophthalmology Imaging Services at Barnet Hospital.
- Provide a comprehensive ophthalmic photographic service to RFL ophthalmology services.
- Creating and maintain a digital image library with a systematic approach.
- Identify and implement service improvements for Ophthalmic Imaging services.
- Co-ordinate incoming work and prioritise accordingly.
- Ensure procedures with patients are followed.
- To meet patient waiting times for diagnostics
- Work with clinicians and nurses to meet the demands of the ophthalmology service.
- Supervise and manage Ophthalmic technicians working within digital imaging.
- Measuring spectacle prescriptions using automated focimeters
- Measuring visual acuity using digital or free-standing LogMar charts
- Rebound Tonometry
- Auto-refraction



● Delivery driver

Ocado Group | Jan 2024 - Feb 2024

consists of

- Delivers high-quality products to our customers in a safe, courteous, and timely manner
- Being out on the road whatever the weather with pre planned routes and pre loaded delivery vans
- Liaise with company regulation and provide great customer service to represent the values of both Ocado and Morrisons
- Review and verify invoices and purchase requests to ensure accuracy
- Inspect delivery vehicles and ensures the safety and security of the loading and unloading process
- Contact customers to confirm delivery details
- Determine placement of merchandise, follow safety and lifting protocols during deliveries, and conducts safety reviews

- Maintains delivery logs and records

● **Band 4 specialist Ophthalmic Technician**

Guys and St Thomas' Hospital | Oct 2021 - Dec 2023

Duties and responsibilities include, Administrative duties within the nursing team, carrying out Ophthalmic testing such as Vision checks, Checking pressures, Applying drops based on Doctors notes as well as taking images/scans of the back/front of the eye using OCT/Fundus or Topography machines. Checking all equipment to ensure it's fit for use/Calibrated.

Other duties involve:

- Clinic coordinator, ensuring a smoothly run clinics
- Supervision and guiding colleagues
- Assisting in cysts/pre-op as well as post op assessments
- Mentoring new techs/Team-building
- Stocking up clinics or on call eye emergency clinic
- Carrying out risk assessment forms for employees
- On panels for interviews/recruitment
- Using various high tech equipments for clinics such a virtual glaucoma, Diabetic clinics etc
- Highly experienced in using technological machines such as Triton, Optos, ECC, corneal topography and many more

● **Account manager CDM/MED**

Carl Zeiss Med; | Aug 2013 - Nov 2023

Duties and responsibilities include: Responsible for all sales activities in assigned territory for all hospitals and customers for the Zeiss Ophthalmic diagnostic range within nominated accounts including demonstrations of equipment, qualification and execution of leads, maintaining region and account intelligence and communicating market trends and for achieving sales targets. Other duties involve:

- Present and sell the Ophthalmic diagnostic product range to out-patient and Optometry practices.
- Efficiently use and manage demonstration equipment for product evaluation and sales conversion.
- Negotiate and secure approval for discount levels to ensure profitability.
- Identify and cultivate sales prospects, focusing on key accounts for innovative products.
- Prepare customer presentations, tenders, and proposals.
- Conduct equipment demonstrations in relevant departments and practices.
- Promptly follow up on new leads and referrals from field and marketing activities.
- Implement defined sales action plans and schedules in targeted marketing campaigns.
- Collaborate with internal teams to ensure timely delivery and resolve customer inquiries.
- Coordinate supply contracts and provide customer training while troubleshooting product issues.
- Project and forecast sales volume for informed decision-making.

● **Team leader/Line manager**

Moorfields Hoxton hub; | May 2023 - Jul 2023

Duties and responsibilities include leading a multidisciplinary team of ophthalmic technicians, leading the medical imaging team to provide high quality Diagnostic Imaging Services at Hoxton Virtual Hub. work both clinically and managerially to undertake day to day supervision of the team working with the Head of Imaging & Ultrasound to ensure safe staffing.

Other duties involve:

- Performing diagnostic and imaging examinations
- Retinal imaging
- Slit lamp imaging of anterior segment of eye with anaesthetic drops
- Oct imaging including FFA and angiography
- Lead, manage and motivate imaging staf, ensuring appropriate management structures,

- policies and practices are in place to achieve high levels of performance
- Liaise and work collaboratively with other stakeholders to effectively manage the day to day running of Service
- To ensure people management is effectively managed and in accordance with Trust Policies and Procedures, seeking advice and support as necessary
- Recruit and induct new members of staff, including training with regard to trust/
- department/specialty policies and procedures
- Undertake rota management ensuring there is sufficient staff allocation at all responsible sites
- Responsible for ensuring departmental supplies and purchases are made using the Trust's E-Procurement System
- Ensure there is liaison with Trust's EBME/IT team to establish and maintain operational
- ability for all designated Ophthalmic imaging equipment
- Liaise with Medical records department, with regard to patient access requests, train and
- assist the administrative officers to handle GDPR requests
- Actively participate in departmental teaching and training sessions
- Actively participate in audit and continuously review own work to maintain and improve
- quality of imaging performed

● **Team Leader;**

Itsu Victoria | Oct 2021 - Nov 2021

Duties and responsibilities include, Managing staff members, ensuring excellent communication between members, taking charge of the kitchen as well as working at the tills and supporting and coaching team members throughout shifts and lastly, ensuring customers always come first and providing best service to their satisfaction.

Other duties involved:

- Monitor and follow up on customer feedback
- Work alongside Kitchen managers ensuring quality and service standards are met
- Taking ownership of main Food delivery in the kitchen
- Comply to marketing requirements and ensure all posters/banners are posted at the front
- Complying to health and safety policies to ensure all products served are safe for customers
- Involved in daily team brief and focusing on quality standards
- Manage all payment list from the tills at the end of day for banking
- Ensure store is kept tidy and presentable for next day opening

● **Optical assistant;**

Swiss Cottage Specsavers; | Oct 2020 - Oct 2021

Duties and responsibilities include, Pre-testing patients using Nidek equipment; Checking patients pressures, examining peripheral vision and completing an Ocular coherence tomography scan.

Other duties involved:

- Booking customers in for appointments
- Meeting target in sales
- Organising stock finance
- Answering calls for customer queries
- Contacting hospitals for emergency referrals
- Ensuring data protection is in place
- Ordering stock for store and lab
- Daily stock checks
- Repairing glasses
- Teaching sessions with patients on how to use contact lenses



● **Project manager**

Google | Jun 2020 - Jul 2020

Selected to join Google UK's first virtual work experience programme: a one month immersion, including Google Digital Garage training designed to build digital and employability skills. We were taught skills such as: Project managing and project development skills Basic coding Prac-

tical skills Commercial awareness taught us to research into diferent consumers with diferent objectives Creative skills

Employment