ARIFUL ISLAM KOUSHIK

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PROFILE

Product Operations Lead with 6+ years of experience bridging the gap between technology and operations to scale large systems. Proven track record in launching warehouse automation across 5+ sites, optimizing last-mile logistics for 2,000+ daily orders, pioneering instant delivery models with 15-minute fulfillment times, and leading cross-functional teams. Expert in streamlining workflows using the Microsoft 365 ecosystem and driving operational excellence in fast-paced environments.

CORE COMPETENCIES

Product & Project Management

Product Feature Launches, PRD preparing, Agile/Scrum, Roadmap Execution, Stakeholder Management. Staff Training.

People Management

Expert in recruitment, mentorship, coaching, and managing large technical teams

Process Implementer

Designs SOPs, removes friction, and improves team clarity and workflow automation.

Root-Cause Problem Solver

Highly skilled at identifying hidden issues behind service failures and implementing long-term structural fixes.

Operations & Logistics

Warehouse Automation & Management, Last-Mile Logistics, Process Improvement, Workflow Optimization, Inventory Management.

Microsoft 365 Ecosystem

Advanced proficiency in Azure DevOps for project tracking, SharePoint for knowledge management, Power Automate for workflow automation, Planner for task organization, and other tools like, Excel, word, powerpoint for necessery work.

Feature Launch Management

Directing technical teams from feature conception to successful deployment and post-launch governance.

PROFESSIONAL EXPERIENCE

FEB 2024 - PRESENT

ASSISTANT DIRECTOR, PRODUCT OPERATIONS
Chaldal PLC

Led product operations for Dispatcher, Mapping, Logistics, GGB, CDVN, and regular operations. Deployed various features to scale up Chaldal's internal systems.

- **Instant Delivery Launch**: Successfully launched an "Instant Delivery" service across 4 strategic warehouses, managing operations for ~250 daily orders with an ultra-fast average fulfillment time of 10-15 minutes.
- **Strategic Automation**: Spearheaded the rollout of an in-house warehouse automation system across 5+ sites, enabling real-time monitoring and processing for over 2,000 daily orders.
- **Logistics Optimization**: Optimized last-mile delivery operations through advanced routing and weight-capacity strategies, successfully increasing delivery speed and reducing costs across one-third of Dhaka.
- **Workflow Modernization**: Partnered with engineering and business teams to translate complex operational needs into scalable product solutions, utilizing Power Automate and structured documentation to improve team efficiency.
- **Leadership & Governance**: Mentored 10+ product managers , built operational frameworks for 6+ products, and oversaw training for warehouse staff to achieve higher fulfillment efficiency and compliance.

MANAGER, TECHNICAL OPERATIONS & PRODUCT OPS
JAN 2022 - JAN 2024

Chaldal PLC

Successfully managed the 24/7 technical operations and infrastructure of three data centers, while simultaneously leading recruitment, improving internal workflows, and serving as the primary bridge between Engineering and the rest of the organization.

- **Team Management**: Managed the 24/7 Technical Operations team, ensuring rapid resolution of technical issues and uninterrupted organizational support.
- **Data Center Projects**: Led the strategic relocation and setup of critical server racks at the Felicity IDC and established a new in-house server room in Jessore IT Park, managing the full lifecycle of hardware setup, cabling, and network connectivity.
- **Team Building:** Directed full-cycle recruitment, onboarding, and continuous training to build high-performance technical support teams while acting as the primary liaison between engineering and vendors.
- **System Implementation**: Developed a centralized inventory and project tracking system to enable real-time updates and data-driven decision-making for internal teams.

EXECUTIVE, TECHNICAL OPERATION

Chaldal PLC

Provided essential technical support and troubleshooting expertise to cross-functional teams, reducing resolution time and maintaining operational continuity.

- **Escalation Management**: Served as the primary point of contact for complex technical issues, coordinating directly with engineering to minimize operational disruption.
- **Process Improvement**: Streamlined internal support operations to ensure rapid resolution of technical issues for cross-functional teams.
- **Mentorship**: Mentored junior staff on troubleshooting best practices and industry standards to elevate overall team performance.

ASSOCIATE, TECHNICAL OPERATIONS JULY 2019 - JUNE 2020

Chaldal PLC

Provided essential technical support and troubleshooting expertise to cross-functional teams, reducing resolution time and maintaining operational continuity. Provided mentorship to junior team members and ensured smooth, efficient communication by serving as the primary contact person for the rest of the company.

- **Support Execution**: Resolved high volumes of customer and internal inquiries via email and ticketing systems, maintaining high resolution rates and ensuring service quality.
- **Documentation**: Maintained accurate records of technical complaints to support future process improvements and root-cause analysis.

KEY ACHIEVEMENTS

Central Documentation

Successfully rolled out an in-house warehouse automation system across 5+ sites, enabling real-time monitoring for 2,000+ daily orders.

Technical Reliability

Managed 3 data centers and led 24/7 technical operations, consistently achieving 100% infrastructure uptime.

Efficiency & Cost Reduction

Optimized last-mile delivery strategies through advanced routing, reducing delivery time and cutting costs across one-third of Dhaka.

Training & Compliance

Trained 2,200+ employees using a "Train the Trainer" model to secure 100% participation in a major Information Security initiative.

KEY PROJECTS

INFORMATION SECURITY TRAINING

Led a company-wide initiative to enhance employee awareness on secure web browsing, password hygiene, and online risk mitigation.
- Trained 2,200+ employees using a "Train the Trainer" model for scalable knowledge transfer.
- Developed training materials and facilitated sessions, achieving 100% participation.
- Fostered a culture of safe and responsible web browsing across all employees.

PRODUCT DISCOVERABILITY & TAGGING PROJECT

Led a critical data quality and product discoverability project to enhance search accuracy and e-commerce conversion rates by optimizing meta-data for the entire product catalog
- Directed a team of 10 people to successfully write and deploy optimized product search tags for over $\mathbf{12,000+}$ SKUs (Stock Keeping Units) within one week.
- Improved product discoverability and internal data governance by ensuring 100% compliance with new standardized tagging protocols across the entire active inventory.

ENGINEERING BOOTCAMP (110 ATTENDEES)

Successfully managed all logistics and operational requirements for a technical training bootcamp supporting 110 attendees.
- Led the end-to-end execution and operational planning of an Engineering Bootcamp for 110 participants, encompassing venue booking, vendor management, and technical setup.
- Coordinated all logistical components, including scheduling, catering, materials procurement, and on-site support, to deliver a seamless training experience for over a hundred attendees.

EDUCATION

BACHELOR OF BUSINESS ADMINISTRATION

National University