SYED SAKIB AHMED

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PROFESSIONAL EXPERIENCE

10 Minute School — Dhaka, Bangladesh

Assistant Manager – Operations   June 2024 – Present

10 Minute School is Bangladesh's largest edtech platform, offering both online and offline learning solutions to millions of students nationwide.

- Led 5 cross-functional branch teams, ensuring consistent ops and driving growth for 1200+ learners.
- Designed KPIs and centralized dashboards to streamline service delivery tracking, and automated reporting to align HQ and branch operations.
- Built scalable learner analytics to enhance user experience via data insights.
- Developed a real-time lead dashboard using funnel/cohort analysis, improving ROI.
- Partnered with Tech, Growth, and Marketing to revamp class experience, raising conversion from 14% to 25%.
- Led recruitment efforts with HR to hire high-performing operations executives aligned with 10MS's growth and execution goals.

Agroshift Technologies Limited — Dhaka, Bangladesh

Sourcing & Distribution Lead   November 2022 – January 2024

Agroshift is a VC-backed agri-tech startup bridging the gap between rural farmers and urban consumers using a "phy-gital" supply chain model across multiple RMG factories.

- Built inventory & distribution tools for 3 hubs and 24 factories, reducing pilferage by 63% and improving procurement insights.
- Developed an in-house IMS using Google Sheets, AppSheet, Apps Script, and SQL to manage $1.5M in goods.
- Implemented demand forecasting based on sales, pricing, and cost data; scalable to 35 factories.
- Recruited and trained 20+ staff to operate and maintain inventory systems.
- Oversaw supply chain for fruits and vegetables across 10 factories in Dhaka, Savar, and Bhaluka.
- Led sourcing ops in Rangpur and Pabna for key SKUs like potatoes and onions, managing two sourcing teams.

Nittoo — Dhaka, Bangladesh

Co-Founder & COO   June 2020 – October 2022

Nittoo was a protein-focused perishable supply chain startup that supported major retail clients like Chaldal, Foodpanda, and Shawpno(ACI Logistics) in the B2B and B2C food sectors.

- Streamlined day-to-day operations and organizational structures, increasing business efficiency.
- Led client acquisition, relationship management, and billing processes, establishing strong partnerships with key clients
- Managed an order management system (FB, call center, website) for 5,000+ customers, optimizing operations.
- Implemented a reseller model, increasing monthly revenue by 8%
- Led a procurement team for perishable proteins, reducing supply chain disruptions.
- Executed a logistics strategy with a 30+ freelance rider network, improving delivery efficiency.
- Automated invoicing in Python and led a 3-person call center with Excel-based CRM, streamlining finance and serving 1,500+ customers.
- Prepared financial forecasts and strategic documents, securing $65K in investment.

EDUCATION

Khulna University of Engineering & Technology (KUET) — Khulna, Bangladesh

Bachelor of Science in Electrical and Electronic Engineering   April 2015 – August 2019

KUET Career Club, General Secretary   March 2018 - February 2019

- Organized 16 workshops and coordinated business case competitions, mentored a workshop for 30+ students on programming, robotics, and Excel.
- Collaborated with faculty, administration, and startups to enhance skill-building opportunities.

IGNITION, 1st Runner-Up in MATLAB Competition   September 2018

- Secured 1st Runner-Up in Inter-University MATLAB competition.

Departmental Project Showcasing, EEE, KUET, 2nd Position   December 2017

- Developed an Arduino-based 2D printer for project display.

INTERNSHIP

Energypac Power Generation Ltd, Industrial Attachment   September 2017

Energypac is one of the leading power engineering business companies in Bangladesh.

- Observed the construction and installation of transformers and switchgear equipment.

Microsoft Young Bangla Internship Program, Internship   June 2017

- Pitched mobile app(Appdren) ideas based on children's psychological issues and their solutions.

TECHNICAL & ANALYTICAL SKILLS

Project & Ops Tools: Agile, Jira, Odoo, Trello, Asana, Notion, Built KPI tracking dashboards using BI tools

Data & Automation: Google Sheets, Power BI, Looker, Python, SQL, Apps Script, AppSheet, Zapier

CRM & Others: Funnel/cohort analysis, Experience with in-built CRM/CRM(Salesforce, Zoho), ChatGPT, Notion, Excel Copilot, Gemini, WordPress