

MD. YEASIN ALI

Hajipara, Rampura, Dhaka -1219

Phone: +8801773-644525

Email: yeasin.ru.bd@gmail.com

Facebook: <https://www.facebook.com/yeasinali93>

LinkedIn: <https://www.linkedin.com/in/md-yeasin-ali-841445139/>



CAREER OBJECTIVE

To work as a professional operations manager applying my organizational skills and knowledge of standard operating procedures to achieve company goals. I am interested to join in a progressive organization which will provide learning opportunity and ensure career growth also.

WORK EXPERIENCE: 5+ Years

1. Operations Manager

[16th January 2021 to Continue]



Duties and Responsibilities:

- Looking after overall operations.
- Increase operational efficiency.
- Maintain minimum CPS for keeping positive GP.
- Ensure standard NPS score from merchant and customer both sides.
- Overcome operational challenges and ensure smooth operation processes.
- Manage and coach the team to perform at optimum level.
- Ensuring standard warehouse practice as per REDX SOP (Standard Operating Procedure) and meeting up business SLA (Service Level Agreement) on a regular basis.
- Generate and Communicate dynamic reporting as per function and business need.

2. Area Operations Manager

[2nd June 2019 to 31st January 2021]



Duties and Responsibilities:

- Being responsible for the overall performance of foodpanda in the assigned zone and rolling out different projects to improve the revenue and delivery KPIs in an assigned area.
- Working closely with the central team in Dhaka and leading the City team on the ground. Driving efficiency in the delivery operations and maintaining rapport with all key restaurant partners
- Initiating creative local marketing strategies and user growth campaigns targeted both to the consumer and to the restaurant partners.
- Plan and manage capacity to ensure there is sufficient capacity at all times in my area.
- Work with the business development and marketing team to increase the revenue and sales in my area.
- Build the area delivery operations team to provide excellent service to the customers. Solve any ad hoc issues that arise during delivery operations time.

3. Sales Officer

[August 2017 To May 2019]



Duties and Responsibilities:

- Achieve Monthly Sales Target.
- Corporate and government office Visits.
- Promote company products over telemarketing.
- B2B Business development with enlisted.

SKILLS

- Six Sigma, E-commerce, Operations Management, Delivery, Logistics Management, Analytical skills, Communication skills, problem-solving, Team Management, Persuasive Skills.

COMMUNICATION AND IT SKILLS

- **Language Proficiency**
proficient in verbal and written from both Bangla and English.
- **Software Acknowledgement**
 - ✓ Microsoft Office Application (MS Word, Excel and PowerPoint), Adobe Photoshop
 - ✓ Delivery software, Backend software, Sales forecasting software. (E-commerce industry)

TRAINING SUMMARY

Training Title	Topic	Institute	Location	Year	Duration
Post Graduate Diploma in Supply Chain Management (PGDSCM)	Understanding supply chain perspective, adopting process and strategies. Managing supply chain risk and building analytics.	Bangladesh Institute of Management Studies	Dhaka	2022	6 Months (Running)
Six Sigma White Belt	Six Sigma Principles & Application, Process Improvement, and Quality Methods,	Aveta Business Institute.	Online	2021	1 week
Operations and Supply Chain Management	Supply chain, Operations, logistics management.	Rutger University	Udemy	2020	60 hours
Digital Marketing	Online Digital Marketing	Google Digital Garage	Online	2018	30 Days
Database Programming	MS Word, MS power point, MS Excel, Adobe Photoshop	Peerless skill development institute	Rajshahi	2017	360 Hours

ACADEMIC CREDENTIALS

- **Masters of Science (M.S)**, Major in Geography and Environmental Studies from University of Rajshahi
- **Bachelor of Science (B.Sc)**, Major in Geography and Environmental Studies from University of Rajshahi.

CO-CURRICULAR ACTIVITIES

- Humanitarian : Global Goodwill Ambassador (GGA)
- Secretary : Shakha Pathchakro, Bissha Sahitta Kendro, University of Rajshahi.
- Vice President : BADHON (Blood Donner Organization), University of Rajshahi.
- Executive member : Rajshahi university newspaper readers forum.
- Join Secretary : Prothom-alo bondhu shaba, University of Rajshahi.

PERSONAL INFORMATION

Permanent Address : Village- Tawri Para. PO- Bausha. PS.-Bagha. District- Rajshahi.
Date of Birth : September 12, 1993
Nationality : Bangladeshi (NID: 19938111023000005)

REFERENCES

1. Milan Sarkar

Operations Manager
Foodpanda Bangladesh Ltd.
Email: milan.sarker.2@foodpanda.com.bd
Mobile number: +8801608399714

2. Mohammad Akbar Kabir

Sr. Manager
REDX Logistics Ltd.
Email: akbar.kabir@shopf.co
Mobile number: +8801713340870

PROCLAMATION

I declare that the information supplied by me on this curriculum vitae is complete, accurate, and correct in every particular.

Date: 10-06-2022



Signature