

Mahmud Hossain

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Overview

Self-motivated professional with Hand on Experiences in Multicultural Business Environments, specialized in Customer Service & CRM Operations, Distribution & Logistics, Supply Chain, Business Management & E-Commerce Operations.

Summary

Acquired experience in CRM, Account Management, Relationship Building and Retention, CSR related activities, Recruiting and Developing training module for Customer Service Operations, Planning and Developing SOP and FAQs for products & service handling system. Have also worked within Multicultural Environments with Hands on Experience on Supply Chain and Logistic Management from Root Level Process Design to Management Level Implementation.

Professional Experience

Senior Manager (June 1, 2021 - August 31, 2021)

Jadroo E-Commerce Limited

Department: Vendor Acquisitions & Warehouse

Responsibilities:

Set daily & monthly KPIs and conduct performance management | Negotiate with potential vendors to join the platform | Provide required training to on-board the vendor | Liaise between vendors and commercial department | Assists Category managers on campaign and promotions | Analysis of industries, product assortment, and price clusters | Developing and sustaining long-standing relationships with company-approved vendors | Meeting with suitable vendors to assess their products, inquire about their services, negotiate pricing, and communicate any product or service-related concerns | Conducting research on available vendors to determine which vendors offer the best pricing and product quality | Continually monitoring sales trends to determine which products are more popular than others | Implementing vendor selection programs to ensure that the best vendors are secured | Conducting interviews with new vendors and informing approved vendors of their responsibilities and obligations | Establishing standards by which to assess the performance of approved vendors' | Evaluating current vendor management programs and identifying ways to improve them | Strategically manage warehouse in compliance with company's policies and vision | Oversee receiving, warehousing, distribution and maintenance operations | Setup layout and ensure efficient space utilization | Initiate, coordinate and enforce optimal operational policies and procedures | Adhere to all warehousing, handling and shipping legislation requirements | Maintain standards of health and safety, hygiene and security | Manage stock control and reconcile with data storage system | Liaise with clients, suppliers and transport companies | Plan work rotation, assign tasks appropriately and appraise results | Recruit, select, orient, coach and motivate employees | Produce reports and statistics regularly (IN/OUT status report, dead stock report etc.) | Receive feedback and monitor the quality of services provided.

Assistant Manager (September 1, 2020 - April 18, 2021)**Masco Bazar Limited – Masco Group**

Department: Distribution & Logistics

Responsibilities:

Strategically Plan and Manage logistics, warehouse, transportation and customer services| Direct, optimize and coordinate full order cycle| Liaise and negotiate with suppliers, manufacturers, retailers and consumers| Keep track of quality, quantity, stock levels, delivery times, transport costs and efficiency| Arrange warehouse, catalog goods, plan routes and process shipments| Supervise, coach and train warehouse & delivery workforce| Meet cost, productivity, accuracy and timeliness targets| Maintain metrics and analyze data to assess performance and implement improvements| Comply with laws, regulations and ISO requirements| Part of the Senior management for the e-commerce Business| Core Delivery Management| Responsible for Delivery Management of New Projects and work with multiple Team Leads and Managers to ensure on budget, on time delivery| Manage client expectations and communication| Manage quality control through effective processes and ensure compliance| Ensure compliance with internal systems and quality policy | Constantly identify opportunities for enhancing productivity using automation and process improvements| Pre sales support| Develop cost estimates and pitch decks to support the sales team| Team development |Mentor and train team leads and managers| Identify and incubate new offerings for e-commerce and evangelize them with existing clients.| Design Operational Process, Status Flows & SOPs for Logistic Team and Service Team |Recruit, Train, Assign, Schedule, Counsel and Discipline Sales , Delivery & Warehouse workforce| Monitor Daily and Monthly Collections, follow-up on the Receivables in liaison with Accounts| Review and approve all operational invoices and ensure they are submitted for payment| Work closely with Management Personnel and Other Teams to set and/or implement policies, procedures and systems and to follow through with implementation.

Operations Manager (September 1, 2018 - September 30, 2019)**Shohoz Limited**

Department: Shohoz Foods

Responsibilities:

Design Operational Process , Status Flows & SOPs for Logistic Team and Service Team |Recruit , Train, Assign, Schedule, Coach, Counsel and Discipline Operations Executives , Area Operation Managers , Sales Team & Customer Service| Follow-up on KPI Targets assigned to Area Managers & Executives and generate monthly reports for evaluation| Plan and review compensation actions; enforcing policies and procedures| Contribute operations information and recommendations to strategic plans and reviews , prepare and complete action plans , implement processes productivity, quality and customer-service standards; resolve problems , identify trends| Monitor Daily and Monthly Collections , follow-up on the Receivables in liaison with Accounts and Reconciliation Teams , ensure all daily collections are reconciled by month end| Forecast requirements to prepare an annual budget , schedule expenditures , analyze variances; initiating corrective actions| Develop operations systems by developing , implementing , enforce and evaluate policies and procedures| Maintain safe and healthy work environment by establishing, following and enforcing standards and procedures; complying with legal regulations| Responsible for all department managers and supervisors, with review/approval responsibility for all operations employees| Responsible for all aspects of Logistic Management| Manage relationships with key operations vendors| Track vendor pricing, rebates and service level Review and approve all operational invoices and ensure they are submitted for payment| Communicate customer issues with operations team and devise ways of improving the customer experience, including resolving problems and complaints| Work closely with Management Personnel and Other Teams to set and/or implement policies, procedures and systems and to follow through with implementation| Communicate all operating policies and/or issues at department meetings.

Operations Manager (December 1, 2017 - August 4, 2018)**Food panda Bangladesh (Delivery Hero)**

Department: Operations & Customer Care

Responsibilities:

Recruit , Train, Assign, Schedule, Coach, Counsel and Discipline Operations Executives| Communicate job expectations; planning, monitoring, appraising and reviewing job contributions| Follow-up on KPI Targets assigned to Area Managers and generate monthly reports for evaluation| Plan and review compensation actions; enforcing policies and procedures| Contribute operations information and recommendations to strategic plans and reviews , prepare and complete action plans , implement processes , productivity, quality and customer-service standards; resolve problems , identify trends| Monitor Daily and Monthly Collections, follow-up on the Payment Receivables in liaison with Accounts and Reconciliation Teams, ensure all daily collections are reconciled by month end| Forecast requirements to prepare an annual budget, schedule expenditures , analyze variances; initiating corrective actions| Develop operations systems by developing, implementing , enforce and evaluate policies and procedures| Maintain safe and healthy work environment by establishing, following and enforcing standards and procedures; complying with legal regulations| Manage staff levels, wages, hours, contract labor to revenues| Responsible for all department managers and supervisors, with review/approval responsibility for all operations employees| Responsible for all aspects of Logistic Management| Manage relationships with key operations vendors| Track vendor pricing, rebates and service levels| Review and approve all operational invoices and ensure they are submitted for payment| Communicate customer issues with operations team and devise ways of improving the customer experience, including resolving problems and complaints| Work closely with Management Personnel and Central Teams to set and/or implement policies, procedures and systems and to follow through with implementation| Communicate all operating policies and/or issues at department meetings

Contact Centre Manager (January 10, 2015 - November 30, 2017)**Food panda Bangladesh (Rocket Internet)**

Department: CRM & Customer Care

Responsibilities:

Single point contact person to manage the Contact Centre Operations| Specialized in Training and Operating CRM Tools like Zen desk , Zopim , Salesforce and Zoho , Work-process Tools like Asana and TeamViewer| Operational monitoring to implement cost effective work process| Setting and meeting performance targets for speed, efficiency and quality| Liaising with supervisors, team leaders, operatives and third parties to gather information and resolve issues| Maintaining up-to-date knowledge of industry developments and involvement in networks| Planning and developing staff recruitment, including wording vacancy advertisements and liaising with HR Personnel | Reviewing the performance of Contact Center Staff, identifying training needs and planning training sessions| Recording statistics, user rates and the performance levels of the Centre and preparing reports| Coaching, motivating and retaining staff and coordinating bonus, reward and incentive schemes| Forecasting and analyzing data against budget figures on a weekly and/or monthly basis| Analyzing performance statistics and making decisions on the basis of these statistics| Hold the 3P accountable for agreed and efficient servicing| Develop training module to build knowledge level of Contact Centre Agents of Food panda Bangladesh| Create a monthly performance evaluation format for the Contact Centre Agents to monitor the task| Hold monthly review meetings with the Contact Centre Agents.

CRE (Customer Relation Executive) (March 31, 2013 - March 30, 2014)**GETCO Business Solutions Ltd.**

Department: activation, home & personal care (hpc)

Responsibilities:

Answer and respond to queries and reports regarding Unilever campaigns or Brand calls Provide suggestions & resolution to queries| Maintain logs of calls, queries and reports through database management for daily reporting| Provide further feedback & assistance to Activation Officials and also to Consumers| Follow up on critical issues & unresolved queries| Transfer calls to concern departments when required| Execute

promotional activities and surveys over calls regarding new product & service. | Across selling of new products & maintain logs | Provide Superior customer service overall.

Call Center Executive (DA) (June 4, 2011 - July 30, 2011)

Kazi IT Center Ltd.

Department: VA

Responsibilities:

Client/Customer Support, Email & Social Media Marketing and Networking, Outsourcing, Individual client support.

Business Development Executive (January 1, 2001 - December 31, 2002)

Market Access Providers Ltd

Department: Marketing & Promotion

Responsibilities:

Product campaign and marketing supervision, Product oriented project planning, Product survey supervising and monitoring. Coordinating survey and sales team/people.

Academic Qualification:

- Bachelor of Arts (BA) – Major in English – Royal University of Bangladesh - Enrolled
- GED – Art, Science, Commerce – Dhaka GED Centre Inc. - Passed
- SSC – Business Studies - Motijheel Govt. Boys High School - .3.75 / 05

Personal Details :

Father's Name	:	Lokman Hossain
Mother's Name	:	Mahmuda Khatun
DOB	:	August 2, 1985
Gender	:	Male
Nationality	:	Bangladeshi
Religion	:	Islam
Blood Group	:	AB+
Permanent Address	:	29 Tipu Sultan Road Wari Dhaka -1203.