



CV of **T M Shakib Mahmud**

PRESENT ADDRESS:

House: 48, Block-A, Avenue-5, Section-6 Dhaka - 1216.

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CAREER OBJECTIVE:

To build up my career with an honorable job that will help me much to apply my knowledge, understanding, realizations, leadership and communication skills for the development to the organization and development of their people.

WORKING EXPERIENCES:

▪ **Zaynax Group**

Senior Executive, Business Development (B2B & B2C E-commerce)

- Strategic Planning & execution of E-commerce business.
- Setting up SOP & Supply Chain and sourcing.
- Specialized into FMCG & Lifestyle, Electronics and RMG category.
- Strategic partnership with Brands & creating business opportunities.
- Planning campaigns and USP analysis, logistics & operations cost.
- Working with diverse categories and category management.
- Enabling dynamic tech changes and ensuring product market fit standard.
- Coordinating with internal and external stakeholders.

▪ **Shop Front Limited (ShopUp)**

Senior Team Lead, Vendor Management (December 2021 – August 2022)

- Strategic planning and execution for the new business from scratch.
- Set up the SOP & Supply Chain and revenue generation of Redx, Mokam Energy.
- Doing market analysis to identify the core pain points of the businesses.
- Digitalize and enabling traditional businesses through App.
- Poultry through REDX operational teams and vehicles.
- Organizing meetings and making deal with Suppliers, Brands & established business entities.

▪ **REDX Delivery**

Team Lead, B2C Sales, Business Development (March 2020 – November 2021)

- Onboarding & managing quality Suppliers.
- Managing Team members.

- Planning E-commerce campaigns and assuring sales of the categories.
- Making sure payment details & releasing weekly Supplier payments.
- Analyzing Supplier data & reporting to the Head of the Business.

Team Lead, Delivery Enforcement, REDX (September 2019 – February 2020)

- Rider Management.
- Ensuring Pickup & Delivery SLA in time.
- Issue Resolution in timely manner for merchants.
- Visiting the project Hub on regularly and governance & project essentials.
- Ensuring Products are delivered from the assigned hub.

▪ **Shop Front Limited (ShopUp)**

Customer Experience Executive (March 2019 – September 2019)

- Facebook Ad placing and promotion from “ShopUp Assist”.
- Managing 22,500 Online & Offline Facebook Boosting Merchants.
- Complaint management and resolving merchant boost issues within TAT.
- Solving issues through Fresh Chat, Many Chat & voice communication.

▪ **Daraz Bangladesh**

Junior Executive, Customer Service (July 2018 – March 2019)

- OMS (Outbound Management System).
- Order processing for E-commerce and keeping track in excel for B2C business parcels.
- Core team members of launching groceries through E-commerce in Bangladesh.
- Handling Call & Live chats.

▪ **GENEX Infosys Limited**

CSA at Digital Channel of Grameenphone (July 2017 – February 2018)

- Worked for the core "Pilot Project" of MyGP app & Bioscope for Grameenphone.
- Providing customer service through “Social Media & Chat Bot”.
- Ensuring daily reports & assigning persons to be responsible for the services of the shift.

COMPUTER SKILLS:

- Application Software: Microsoft Office, Canva, Adobe Photoshop & illustrator.
- Typing Skills: English (55) WPM, Bengali (40).
- Advanced Excel: Index match, VLOOKUP, Pivot Table, import range etc.

Awards & recognition:

- Best employee award, 2017 at Genex Infosys Limited, Customer Service (Grameenphone process).
- Monthly best employee award, 2019 at Shop Front Limited (ShopUp), Vendor Management.
- Quarterly best employee award, 2021 at REDX Delivery, B2C Sales.

EDUCATIONAL QUALIFICATIONS:

- **Bachelor of Business Administration**

Bangladesh University of Business
and Technology, Dhaka, Bangladesh

Major: Marketing

Passing Year: 2021

CGPA:2.93

- **H.S.C**

B.A.F Shaheen College Dhaka

GPA: 4.42 on a scale of 5.00

Board: Dhaka, 2016

- **S.S.C**

B.A.F Shaheen College Dhaka

GPA: 4.63 on a scale of 5.00

Board: Dhaka, 2014

LANGUAGE PROFICIENCY:

Excellent communication in Bengali (native) and English both oral and written.

PERSONAL DETAILS:

Date of Birth : 21st October 1997

Gender : Male

Home town : Munshiganj

REFERENCES:

- **Shabab Din Shareq**

Deputy Director

Shopfront Limited

01710-958717

- **Md Ebrahim Bhuiyan Evu**

Head of HR & Admin

CVC Finance Limited

01939900635

T M Shakib Mahmud