



Zahid Hossain

New Business Specialist | Business Development | Business Strategies | Business Growth | Customer Service & Experience

Experience with one of the leading startups has given me a complete exposure of front-line sales & services, looking after business vertical, design and launch new businesses, project management, reporting and analyses. Looking forward to leverage my knowledge and experience into a role as Manager.

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EXPERTISE

See The Unseen

Design New Business

Communication

Business Growth

E-Commerce

Strategic Planning

Leadership

WORK EXPERIENCE

Lead- Strategic Business Unit (New Business)

Sheba.xyz

April 2019 - Present

Responsibilities:

- Conducted market survey to generate new ideas for business
- Researched and developed new ideas and assessed business feasibility
- Converted those ideas into new services
- Designed customer journey and prepared line items
- Discovered service providers and groomed them
- Launched the service in customer app
- Prepared budget for new businesses
- Planned analyse & conducted promotional activities for new businesses
- So far launched - medical service, gov. service, tour & travel service, insurance service, legal service, business support service

Lead- Strategic Business Unit (Transport)

Sheba.xyz

Jan 2018 - Mar 2019

Responsibilities

- Looked after Home Shifting, Car Rent, Car Repair & Driver verticals
- Designed, tested and launched services. For Example - on demand driver, 3 hour car rent, Bachelor shifting service etc.
- Managed service providers and conduct training for their development
- Designed and conducted promotional activities to encourage customers
- looked after day to day orders, analysed cancel ratio, find root causes and solved accordingly
- Prepared budget and cost analysis
- Rearranged customer journey with product team

WORK EXPERIENCE

Lead- Service Operations Center

Sheba.xyz

Feb 2016 - Dec 2017

Responsibilities

- Managed day-to-day operations of eCommerce Operations team to ensure excellent customer services.
- Managed daily running of call center, sourcing equipment, effective resource management, strategy implementation, solution and operations.
- Assisted Head of Department with strategic planning to ensure quality services that complies with changing demand of customers from different segment.
- Ensured data compilation of relevant communications.
- Monitored random sample calls to improve quality and minimize errors.
- Assisted higher management to developed company policies and operations.
- Supervised automated CRM tools, Complain Management, Sheba Bondhu APP in collaboration with tech team.

SUCCESSFUL PROJECTS/ACHIEVEMENTS

Sheba.xyz

- Successfully launched - medical service, gov. service, tour & travel service, insurance service, legal service, business support service
- Transformed transport vertical as star service of Sheba.xyz
- Introduce automated car rental order journey to reduce customer order time with enhanced 50% success ratio .
- Successfully achieved MOU with - Philip Morris Bangladesh, A2i, BTI, Praava Health, Populer Diagnostic, Thyrocare, Project Shetu, Property Connect, Maker Holidays, Leisure BD, Avijatrik, Carnival Assure, SMEVhai, Toma Taxi
- Outsourced Sheba.xyz Customer Service and prepared service guideline, SLA and policies.

EDUCATION

B.B.A in Marketing & HR

Independent University of Bangladesh

2016

CERTIFICATE

Advanced Certification for Management Professional 4.0 (ACMP 4.0)- IBA, DU

Mid Management Training in collaboration with IIT Delhi & IIM- Ahmedabad with support from ICT Division, BCC, LICT & Digital Bangladesh.

Soft Skill Training from HR kites

Knowledge about communication, efficiency & presentation by Saood Bin Masood

REFERENCE

Shah Newaz

"AGM, Nitol Niloy Group"

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