Skills

Process Management:
SAP Signavio, BPMN 2.0 (Process Modeling)

◆ ◆ ◆ ◇ ◇

Data & ERP
SAP, Power BI, KNIME, Data Analysis

◆ ◆ ◆ ◇ ◇

Tech & Deployment:
Vercel (CI/CD), Github, HTML5, CSS4, Bootstrap 4.0

◆ ◆ ◆ ◆ ◇

Microsoft Office 365

◆ ◆ ◆ ◆ ◇

Languages

Bengali
Native

◆ ◆ ◆ ◆ ◆

English
Proficient (IELTS 7.0)

◆ ◆ ◆ ◆ ◇

German
A1 (Currently enrolled in A2)

◆ ◆ ◇ ◇ ◇

Md Rezaul Karim

◎ Soest, Germany • ☎ +4915773855748 • @ myselfrezaul@gmail.com •
🔗 LinkedIn

Summary

I'm a Master's student in **International Management & Information System** (IMIS) with a background in operational leadership. I spent two years as an **Assistant Manager** where I learned that good management is about building better systems—whether that's optimizing clinic workflows to cut wait times or managing supply chains. I focus on bridging the gap between business strategy and technical execution using **BPMN 2.0**, **SAP Signavio**, and **Power BI**.

Experience

Renaissance Diagnostic Care	07/2022 – 05/2024
Assistant Manager	Munshiganj, Bangladesh

- **Operational Optimization:** Analyzed and redesigned internal workflows to reduce patient wait times and improve overall service efficiency.
- **Supply Chain & Logistics:** Managed a full inventory of medical reagents and lab supplies, ensuring zero downtime for clinical operations.
- **Financial Management:** Processed billing and daily financial reconciliations while consistently meeting monthly revenue and volume targets.
- **Project Leadership:** Directed marketing and service awareness campaigns that resulted in a **30% increase** in reach within 6 months.
- **Cost Efficiency:** Designed pricing strategies that lowered acquisition costs by **15%** while maintaining high patient retention.

Education

South Westphalia University of Applied Sciences	03/2025 – Present M.A. International Management & Information System

Focusing on SAP-integrated management, data analysis, digital transformation, and information systems.

Govt. Haraganga College, Munshiganj	10/2016 – 05/2022 Bachelor of Business Administration (BBA)
3.23/4.00	

Focused on Business Statistics, Information Technology, Operations & Supply Chain Management, Marketing Management, and Financial Management

Projects

NexTep Edu	Consultancy	05/2025 – Present
Founder & Operations Manager	

🔗 https://www.nextepedu.com

- **Process Design:** Used **BPMN 2.0** to map out and automate international admission workflows, making the process faster for students.
- **End-to-End Management:** Built the business from the ground up, handling everything from technical deployment on **Vercel** to client consultations.

PetBhai	Ecommerce	06/2025 – Present
Founder & Operations Manager	

🔗 https://www.petbhai.com

- **End-to-End Ownership:** Directed the full project lifecycle from initial UI/UX design in **Bootstrap 4.0** to live deployment and maintenance.
- **Inventory Optimization:** Manage the supply chain for pet supplies, utilizing data to ensure stock availability matches customer demand.
- **Process Automation:** Designed automated order confirmation and tracking workflows to enhance the customer experience.