

MOHAMMAD SAZZAD HOSSAIN

Product Manager | SaaS & Cloud Solutions Expert

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[Portfolio](#) | [LinkedIn](#)

PROFESSIONAL SUMMARY

Accomplished Product Manager with 12+ years of experience leading global teams in SaaS, ERP, and cloud-based solutions. Proven success in aligning cross-functional teams (US/EU/Asia) to deliver GDPR-compliant software, optimize workflows, and reduce operational costs by up to 30%. Adept at Agile methodologies, risk management, and driving customer satisfaction across retail, healthcare, and logistics industries.

KEY ACCOMPLISHMENTS

- National ICT Award 2019: Led a cloud-based Shop Management Solution (adopted by 500+ retailers) to win the award, boosting client revenue by 30%.
 - Cost Reduction: Optimized CRM workflows for Korea MTS Ltd., reducing operational costs by 15% and improving client retention by 25%.
 - Scalable ERP Implementation: Spearheaded GROUP ERP and Supply Chain Management for 50+ enterprises, cutting reporting time by 40%.
 - Team Leadership: Managed remote teams across 4 time zones (US, Korea, Bangladesh), resolving 95% of critical issues within 24 hours.
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SKILLS

Technical: SaaS Development, AWS, DevOps, PHP/MySQL, WordPress

Project Management: Agile/Scrum, Risk Management, Budgeting (\$500K+), Jira/Trello

Compliance: GDPR, CMMI L3, ISO 27001

Languages: English (Professional), Bengali (Native), Hindi (Conversational)

EXPERIENCE

Product Manager | COBAIT BANGLADESH LIMITED

April 2024 – Ongoing | Dhaka, Bangladesh (Hybrid Collaboration with US Teams)

- Implemented COBAIT software for 20+ clients, improving customer satisfaction scores by 35%.
- Trained 150+ end users on workflow configuration, reducing onboarding time by 50%.
- Collaborated with US teams to resolve 90% of escalated issues within SLA deadlines.

Software Project Manager | NASSA GROUP

December 2022 – September 2023 | Dhaka, Bangladesh

- Managed 5+ concurrent projects with budgets exceeding \$300K, delivering all on time and 15% under budget.
- Reduced project risks by 40% through proactive stakeholder communication and Agile adjustments.

Head of Software Architecture & QA | CTrends Software & Services Ltd.

June 2022 – November 2022 | Dhaka, Bangladesh

- Architected a microservices-based SaaS platform, reducing server costs by 20% and improving scalability for 10K+ concurrent users.
- Led compliance audits for ISO 27001 standards, achieving 100% adherence and enhancing client trust in security protocols.
- Mentored a team of 12 developers and QA engineers, increasing team productivity by 25% through Agile training and code review processes.

Head of Product Development | Syntech Solution Ltd.

May 2017 – May 2022 | Dhaka, Bangladesh

- Launched a cloud-based inventory management SaaS used by 400+ businesses, generating \$2M+ annual revenue.
- Led a 20-member cross-functional team to deliver 12+ product updates/year with 99% client satisfaction.
- Pioneered partnerships with 3rd-party logistics APIs, expanding platform functionality and attracting 200+ new enterprise clients.

IT Project Manager | Korea MTS Limited

January 2014 – April 2017 | Dhaka, Bangladesh

- Delivered a medical tourism CRM solution adopted by 20+ hospitals, increasing client operational efficiency by 25%.
 - Managed \$500K+ budgets for 8+ concurrent projects, delivering all within 10% of allocated costs.
 - Optimized resource allocation, reducing project overheads by 15% while maintaining 100% quality compliance.
 - Conducted stakeholder workshops to align project goals, slashing post-launch revision requests by 30%.
 - Trained 50+ end-users on CRM functionalities, improving platform adoption rates by 40%.
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EDUCATION

B.Sc. in Computer Science & Engineering

Atish Dipankar University of Science & Technology | 2008 – 2012

Relevant Coursework: Cloud Architecture, Database Systems

CERTIFICATIONS

- CMMI L3 ATM Training | UNICERT | 2018
 - Software Quality Assurance | Daffodil Institute of IT | 2019
 - Web Development (PHP & MySQL) | IBCS Primax | 2011
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AWARDS

- National ICT Award 2019 (Runner-Up) | Retail & Distribution Category