

# MOHAMMAD SAZZAD HOSSAIN

**Product Manager | SaaS & Cloud Solutions Expert**

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

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## 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.

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## 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*

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## 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