



# Rashed Nizam

Assistant Manager / Manager

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## Languages

English

Urdu

Hindi

## About

Result-oriented with a proven track record of improving the market position of a company and maximizing opportunities for financial growth. Adept in analytical thinking, strategic planning, leadership, and building strong relationships with business partners.

### BRANDS WORKED WITH

Dunkin Donut

Pathao Bangladesh Limited

PT. Anindya Wiraputra Konsult

## Experience

### ● Shift Manager

Dunkin Donut | Oct 2023 - Now

- Greeting customers and answering queries about the products
- Monitor inventory levels and implement a system to ensure that all items are properly stocked
- Provided ongoing coaching and feedback to employees to help them reach their full potential
- Resolved conflicts between staff members in a professional and timely manner
- Scheduled and assigned employee shifts that maximized efficiency and minimized overtime costs
- Analyzed sales data to identify trends and develop strategies for increasing revenue and improving customer experience
- Closing down update daily sales with end-of-day banking

### ● Assistant Manager- Marketing & Operations

PT. Anindya Wiraputra Konsult | Jan 2020 - Jun 2023

- Monitored and managed the daily operations of the business, including scheduling, inventory control, and customer relations
- Developed and implemented a business continuity plan that ensured business operations continued seamlessly in the event of a crisis
- Drafted contracts, agreements, and other legal documents to facilitate business operations
- Developed and implemented a comprehensive business development strategy that increased sales by 30%
- Maintained sustainable relationships with key customers
- Lead teams to drive potential customers for market development activities and operations

### ● Operations Officer

Pathao Bangladesh Limited | Mar 2019 - Jan 2020

- Resolved customer complaints and escalated issues as needed
- Created and maintained detailed records of all operational activities
- Developed training materials and conducted training sessions for new hires
- Established new operational processes that improved customer service times by 33%

## Education & Training

2023 - 2024

### ● Middlesex University

MSc. , Global Supply Chain Management

2012 - 2017

### ● North South University

BBA, Marketing