



Rashed Nizam

BUSINESS DEVELOPMENT

[View profile on Dweet](#)

Links

[LinkedIn](#)

Languages

English (Fluent)

Bengali (Fluent)

Hindi (Fluent)

About

I am a dedicated team player with 5 years of customer-centric experience, particularly in guest services and operations. My expertise includes greeting customers, upselling, handling complaints, and maintaining inventory control, ensuring a seamless retail environment.

BRANDS WORKED WITH

Pathao Bangladesh Ltd. (Ride Sharing & Logistic Company)

P.T Anindya Wiraputra Konsult (International Trading Firm)

Dunkin Donuts

Dunkin' Donuts

Experience



● Shift Manager

Dunkin' Donuts | Oct 2023 - Now

- Welcoming and engaging with customers to develop sales
- Ensured the store cleanliness and atmosphere providing amazing experiences that made customers feel good
- Managed daily operations, including opening and closing procedures, staff assignments, and inventory management, ensuring smooth and efficient service delivery
- Provided leadership and guidance to a team including training, scheduling, and performance management, resulting in improved productivity
- Monitored inventory levels, conducted regular stock checks, and placed orders to ensure adequate supply levels minimizing waste and controlling costs
- Keeping track of every week's targets and taking the initiative to increase footfall to ensure KPIs are achieved
- Handled cash transactions, reconciled daily sales reports, and maintained accurate records of financial transactions in compliance with company policies

Education & Training

2023 - 2023

● Middlesex University

MSc. Global Supply Chain Management - ,

2012 - 2017

● North South University

Bachelor of Science in Marketing,