

Kazi Hasan

E-commerce & MFS Expert

Batan Nagar, Mazar Road, Mirpur-1, Dhaka-1216.

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PROFESSIONAL SUMMARY

Enthusiastic professional with a BBA in Management and over 5 years of experience in **E-commerce Operations** and **Mobile Financial Services (MFS)**. Skilled in interpersonal communication, digital marketing, and managing high-volume financial transactions with 100% accuracy. Proven ability to drive brand growth and maintain strong customer relationships.

CORE COMPETENCIES

Mobile Financial Services (MFS) Operations: Over 5 years of expertise in managing high-volume daily transactions through **bKash, Nagad, and Rocket**. Ensuring 100% **financial accuracy** in cash management, utility bill payments, and meticulous **daily ledger reconciliation**. Proven ability to handle **digital wallet operations** for diverse platforms including Upay

E-commerce & Business Operations Management: Expert in managing the **full lifecycle of online retail brands**, from **product sourcing** to **vendor management** and end-to-end operational workflows. Skilled in optimizing **order fulfillment processes** to enhance business scalability.

Strategic Digital Marketing & Brand Growth: Proficient in driving brand engagement through **Facebook and Instagram marketing**. Skilled in **organic reach strategies**, professional **content placement**, and managing **online customer engagement** to significantly increase sales conversions.

Inventory & Supply Chain Coordination: Experienced in **monitoring stock levels**, sourcing quality products from wholesalers, and coordinating with **3rd party logistics (RedX, Pathao, Steadfast)** for timely delivery. Focused on minimizing inventory loss and improving **logistics efficiency**.

Customer Relationship Management (CRM): Expert in handling diverse customer queries, **resolving complex complaints** professionally, and maintaining a high rate of **repeat customers** through excellent communication and after-sales support.

Problem Solving & Entrepreneurial Leadership: A self-starter with a strong **entrepreneurial mindset**, capable of making **critical business decisions** and managing multiple operational responsibilities independently.

PROFESSIONAL EXPERIENCE

Proprietor

Salma Telecom

Jul 2020 – Present | Mirpur-1, Dhaka 1216

Key Responsibilities:

- Provided secure **digital financial services** including **cash-in, cash-out**, and **bill payments** via **bKash, Nagad, and Rocket**.
- Managed **daily transactions** and maintained accurate **financial records**.
- Ensured **compliance** with company and **Bangladesh Bank MFS regulations**.
- Handled digital wallet operations for services such as **bKash, Nagad, Rocket, and Upay**.
- Built and retained strong **customer relationships**, leading to increased **monthly transaction volumes**.

E-commerce Operations Manager

Twist & Cloth

Aug 2020 – Jan 2024 | Mirpur, Dhaka

Key Responsibilities:

- Managed official **Facebook page** by providing daily updates and engaging with followers to **drive sales**.
- Handled customer **inquiries, processed orders**, and provided professional **after-sales support**.
- Collaborated with **design and logistics teams** to ensure timely product delivery and satisfaction.
- Analyzed **sales trends** and **customer feedback** to optimize **marketing strategies** and **brand visibility**.
- Monitored **inventory stock levels** and coordinated with **3rd party logistics (RedX, Pathao, Steadfast)**.

EDUCATION

Bachelor of Business Administration (BBA) in Management

Dhaka Institute of Fashion & Technology (National University) | CGPA: 2.73 | 2021

Higher Secondary Certificate (HSC) – Business Studies

Mirpur University College | GPA: 3.17 | 2017

Secondary School Certificate (SSC) – Business Studies

Hazrat Shah Ali Model High School | GPA: 3.17 | 2015

PROFESSIONAL TRAINING

Authorized Agent Operations & Regulatory Compliance Training (bKash & Nagad): Successfully completed comprehensive agent certification training focusing on **Anti-Money Laundering (AML)** and **Know Your Customer (KYC)** protocols as per Bangladesh Bank guidelines. Gained in-depth expertise in managing secure digital financial transactions, identifying and **preventing fraudulent activities**, and maintaining 100% **transactional integrity**. Trained in efficient cash management, digital wallet troubleshooting, and ensuring high-standard **data privacy** for end-users.

SKILLS & INTERESTS

Languages (Bangla, English, and Hindi)

Technical (MS Office Suite (Excel, Word), Facebook Ads Manager, and Digital Wallet Operations)

Interests (Traveling, Cricket, and Music.)

DECLARATION

I, Hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.



Kazi Hasan
Dhaka