



Mohammad Mamun Ur Rashed

CAREER OBJECTIVE

To work in a dynamic position which will provide me an opportunity to utilize and develop my creativity, capability, skill and qualifications to face the challenges of the day. And have a willingness to make myself a potential leader of the organization through my hard work and experience serving the organization, society and nation.

EXPERIENCE: (4+ YEARS)

RedX Logistics Ltd. (July 2021 – April 2023.)

Designation: Hub Manager

Job Responsibilities:

- Manage and supervise all the daily activities of the hub.
- Maintain delivery success rate.
- Being accountable for managing people, inward/outward of parcels and e2e processes inside the hub
- Close regular return parcels to the reverse team.
- Ensuring 100% parcel pickup daily basis.
- Ensuring to clear all backlogs of forward (including DID) within 48 hours and connecting returns on same day
- Supervise the cash collection department and daily payment sent to HQ.

Achievements:

- Increased **5% of the Conversion** within 5 months of joining by Implementing of verifying Hold parcels process.
- Promoted As Hub Manager After one year of joining.
- Awarded as the **Best Hub Leader** at REDX Rewards Campaign 2021
- Achieved a leadership certificate from the CEO Sir.

Takeway Limited (March 2020 – June 2021)

Designation: Operations Executive (Food & parcel)

Job Responsibilities:

- Plan and manage capacity to ensure there is sufficient capacity at all times in the area.
- Ensure all orders are delivered on time in the city.
- Ensure all delivery riders maintain their schedule and are available for their shifts.
- Motivate and monitor delivery staff to continually improve their performance.
- Build the area delivery operations team to provide excellent service to the customers.
- Ensure that delivery staff comply with the rules and regulations of the company.

Plusnet.Inc (February, 2019 – February, 2020)

Designation: Customer Relationship Executive

Job responsibilities:

- Solving the basic problem of network issues over the phone.
- Monthly billing data entry in the billing software.
- Ensuring customer satisfaction by communicating over the phone.

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SKILLS

- Warehouse Management
- Leadership
- Team Player
- 3PL experience
- Time Management
- Problem Solving
- People Management
- **Software Skill:** SAP Panel, Meta base, Slack, Soho, Talent-X, Admin Panel, Photo Manipulation, Adobe Photoshop, Lightroom & Illustrator.
- Fairly skilled at **MS Office Suit & Google Suit.**
- English Typing speed **37 WPM.**

EDUCATION

M.B.A. (Master of Business Administration)

- Major: Marketing.
- Institute: International Islamic University Chittagong.
- Result: CGPA **3.37** (Based on 4.00 Point Scale)
- **Certificates Verified & Attested by UAE MoFA**

B.B.A. (Bachelor of Business Administration)

- Major: Marketing.
- Institute: International Islamic University Chittagong.
- Result: CGPA **3.18** (Based on 4.00 Point Scale)
- **Certificates Verified & Attested by UAE MoFA**