

ZAHED HOSSAIN

AREA MANAGER 📍 22101 GRAND CORNER DR, KATY, TX, 77494, UNITED STATES ☎ 7134762383

◦ DETAILS ◦

22101 Grand Corner Dr, Katy, TX,
77494, United States
7134762383
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◦ LINKS ◦

[LinkedIn Profile](#)

◦ SKILLS ◦

Microsoft Office
Customer Service
Team Management
Performance Management
Productivity Improvement
Safety and quality management
Inventory Management
Strategic planning
Agile Project Management
Data Analysis
Analytical and Problem-Solving

◦ HOBBIES ◦

Content idea generation, content making, traveling, event organizing

◦ LANGUAGES ◦

English

Bangla

Hindi

👤 PROFILE

Highly motivated and results-oriented Manager with years of experience in leading and managing teams to achieve exceptional performance in safety, quality, customer service, and productivity. Proven track record of implementing successful strategies that have contributed to the growth and success of the business. Excellent communication, interpersonal, and leadership skills.

📁 EMPLOYMENT HISTORY

Lead Fulfilment Associate (Process Assistant), Amazon.com Services LLC, Richmond, TX

January 2024 — Present

- To ensure maximum employee productivity and customer engagement, I maintain customer expectations for timely delivery. This involves documenting completion, verification, and problem resolution. Additionally, I audit operations and system outputs, implement process improvements, and monitor emerging trends. Responsibilities include tracking and maintaining quality metrics, managing daily shifts, allocating jobs, and mentoring associates on productivity, quality, and safety. I also monitor problem queues, oversee shift quality, and implement action plans. Other duties include preparing training plans, conducting audits, and acting as a stand-in for the Area Manager.

FC Associate at Amazon.com Services LLC, Richmond, TX

January 2022 — December 2023

- Ensuring safety protocols are followed and products meet Amazon's standards.
- Managing Amazon Robotics operations, including clearing obstructions and responding to errors made me one of the top performers within months.
- Following policies and procedures related to safety, quality, and productivity.
- Examining products for defects and damages.
- Contributing ideas to improve fulfillment center procedures.
- Meeting productivity targets while maintaining counting accuracy at 99%.

Supply Chain Operations Manager at Robi Axiata Limited (MNC of Axiata Berhad, Malaysia & Bharti Group India), Dhaka, Bangladesh

December 2012 — April 2022

- Managed a team of 27 to achieve exceptional performance in buying, procurement, safety, quality, customer service, and productivity.
- Ideation, Initiated and Implemented strategies resulting in 33% productivity increase and 27% operational cost reduction YoY.
- Monitored KPIs, provided regular feedback, and ensured targets were met at 100%.
- Maintained a safe work environment, coordinated cross-functional teams, managed inventory levels, and developed training programs.
- Provided weekly management reporting using MS Excel and PowerPoint.

Part-time Retail Associate at The TJX Companies, Inc., Katy, TX

September 2021 — December 2021

- Delivering a great customer experience by engaging with customers and maintaining a clean store environment.
- Following operational, merchandise, and loss prevention standards.
- Supporting a positive store culture through honesty, integrity, and respect.
- Accurately processing customer purchases and returns and providing correct change.

Planning & Buying Manager at Airtel Bangladesh Ltd. (MNC of Bharti Group, India & Dhahi Group, United Arab Emirates), Dhaka, Bangladesh

June 2009 — December 2012

- Measuring the effectiveness of marketing, advertising, and communications strategies.
- Purchasing advertising space or time to promote products or services.
- Evaluating vendor costs and negotiating better pricing and terms at a 30%+ level.
- Leading, coaching, and developing direct reports to ensure strong performance and build high-performing teams.

EDUCATION

Bachelor in Operations Management - Supply Chain and Logistics, Southern New Hampshire University, Manchester, NH, USA

January 2023

Current GPA 4

Bachelor in Business Administration (Marketing), University of Science & Technology Chittagong, Chattogram, Bangladesh

July 1997 — June 2002

- Vice Chancellor Gold Medal
- GPA 3.63
- WES accredited to USA Bachelor's degree

COURSES

Telecom mini MBA, Coleago Consulting, London, UK

November 2016

Lean Inventory Management, CPE Solutions LLC

February 2021

Lean Six Sigma Foundations, LinkedIn

February 2020

PERSONAL ACHIEVEMENTS, REWARDS, RECOGNITIONS

World largest Human Flag in Bangladesh; Guinness World Recordholder 2013, Dhaka, Bangladesh

December 2013

Ideation and Lead media tie-ups, media coverage, budgeting, negotiation, event organizing - World largest Human Flag in Bangladesh

Robi Axiata Best employee of the year, Dhaka, Bangladesh

November 2016

Uncompromising Integrity Award from Robi Axiata Ltd, Bangladesh

October 2013

Customer Delight Champion Award from Airtel Bangladesh Ltd, Bangladesh

November 2010

EXTRA-CURRICULAR ACTIVITIES

Google Local Guide level 9 at Google

March 2011

REFERENCES

References available upon request