

Zahed Hossain

PROCUREMENT MANAGER

Profile

Proactive and results-driven Procurement Manager with extensive experience serving as a vital link between centralized Procurement and local leadership within the organization. Demonstrated ability in overseeing and optimizing zone-level indirect procurement operations, encompassing vendor management, purchase order management, and inventory control. Proficient in driving supplier management KPIs and metrics reporting, adept at identifying and addressing areas for deviation and enhancement through collaborative stakeholder engagement. Committed to providing effective procurement leadership while aligning with leadership teams to enhance the operating company's efficiency and foster continuous improvement.

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, Amazon.com Services LLC, Richmond, TX

JANUARY 2022 — DECEMBER 2023

WORKED IN DIFFERENT PATHS – MULTIPACK, SINGLE PACK, ICQA, AMNESTY

A MEMBER OF AMAZON APPEAL COMMITTEE

- Managing Amazon Robotics operations, including clearing obstructions and responding to errors made me one of the top performers within months.
- Meeting productivity targets while maintaining counting accuracy at 99%
- Processing, packaging, and shipping orders accurately
- Ensuring that stocks and inventory are well-organized and maintained
- Examining and inspecting products for defects and damages
- Receiving, unloading, and arranging inventory items appropriately
- Following policies and procedures related to safety, quality, and productivity.
- Contributing ideas to improve fulfillment center procedures.

Details

22101 Grand Corner Dr, Katy, TX, 77494, United States

Mobile: 713-476-2383

hossainzahed@gmail.com

Links

[LinkedIn Profile](#)

Skills

Microsoft Office

Customer service

Team management

Performance management

Productivity improvement

Safety and quality management

Inventory management

Procurement Operation

Agile project management

Data analysis

Analytical and problem-solving

Hobbies

Photography, content idea generation, traveling, cricket

Extra-curricular activities

Google Local Guide level 9 at Google Inc.

March 2011 - present

Languages

English

Bengali

Hindi

Procurement 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.
- Procurement Operations Support: Provide comprehensive procurement operations support for the fulfillment center, overseeing supplier management for both goods and services.
- Non-Inventory Labor Management: Lead and mentor a team of non-inventory associates to ensure adequate resources are available and the building is set up for success.
- Best Practices Alignment: Develop in-depth knowledge of non-inventory items and collaborate with similar buildings to drive the adoption of best practices.
- Safety Compliance: Manage and enforce safety compliance for non-inventory teams, working closely with regional/local safety teams to address safety concerns and escalations.
- KPI Management: Oversee key performance indicators (KPIs) for procurement processes, creating recurring metric reports to drive continuous improvements across the Operations network.
- Relationship Building: Cultivate relationships within the building and network to facilitate the sharing and implementation of best practices.
- Budget Alignment: Collaborate with internal customers, Finance, and Procurement Operations to understand budget targets and establish methods for measuring savings, value, and category metrics.
- Blanket Purchase Order Management: Assist Finance and internal customers in determining budgets and maintenance for blanket purchase order management.
- Supplier Performance Metrics: Collaborate with the category team to create a metrics model that monitors supplier performance in alignment with the category strategy, including supplier scorecards and site audits.
- Continuous Improvement: Partner internally and with suppliers to develop innovative solutions for procurement support, with a focus on measuring and driving continuous performance improvement.
- Inventory Management: Coordinate demand identification, procurement, and inventory management of non-merchandise items essential for business operation
- Issue Resolution: Collaborate with Accounts Payable (AP), Suppliers, and internal teams to ensure timely resolution of vendor payment issues.
- Centralized Procurement Support: Provide support to the centralized Procurement team and Axiata Procurement Center Pillars; including Budgeting, Category, Supplier Diversity, Supplier Management, Procurement Excellence, Reusables, Technology, and PMO.
- Warehouse Environment: Execute tasks within a warehouse environment, involving frequent movement throughout the building and

the ability to work in varying temperatures as needed during shifts with open dock doors.

- Proficient in Excel and PowerPoint, specializing in data manipulation, macros, charts, pivot tables, and management presentations.
- Experienced in finance management and procurement software, including SAP and Coupa.

Part-time Retail Associate, 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 & Dhabi 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's in Operations Management - Supply Chain, Logistics & Transportation; [Southern New Hampshire University, Manchester, NH, USA](#)

⇒ EXPECTED GRADUATION: SEPTEMBER 2024

⇒ CURRENT GPA: 4

Bachelor's in business administration – Marketing; [University of Science & Technology Chittagong, Bangladesh](#)

JULY 2002

⇒ Accredited as Bachelor degree by WES (World Education Services, USA)

⇒ Vice Chancellor Gold Medal

⇒ GPA 3.63 (in 4 scale)

Courses & Certifications

Telecom mini MBA, Coleago Consulting, London, UK

NOVEMBER 2016

Lean Inventory Management, CPE Solutions LLC

FEBRUARY 2021

Lean Six Sigma Foundations, LinkedIn

FEBRUARY 2020

SCQuARE & BREAKER (whole Brain strategy), SCQuARE International

MAY 2015

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

Axiata X-venture Champion, Malaysia

JULY 2015

Uncompromising Integrity Award from Robi Axiata Ltd, Bangladesh

OCTOBER 2013

**Customer Delight Champion Award from Airtel Bangladesh Ltd,
Bangladesh**

NOVEMBER 2010

References

Mahtab Uddin Ahmed from Former CEO & MD, Robi Axiata Ltd

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Roni Tohme from Chief Operating Officer at Ooredoo Algeria

ronyntohme@hotmail.com