MD SHAHIN ALAM

Assistant Manager – Operations | Courier & Logistics | Sort & Hub Operations & Supply Chain

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PROFESSIONAL SUMMARY

Supply Chain and Logistics Operations professional with 8+ years of professional experience, including 7+ years in courier, last-mile and e-commerce logistics. Currently Assistant Manager – Operations at Carrybee Express Ltd. (a concern of US-Bangla Airlines), leading 190+ staff through team leads across 11 operational functions and 50,000+ parcels daily. Previously managed sort & hub operations at Pathao processing 220,000+ parcels per day with 180+ staff at 97%+ SLA and SOP compliance. Experienced in process redesign, semi-automation, SOP development and Lean methodologies, with a PGD in Logistics & Supply Chain Management and a BSc in Electrical & Electronic Engineering.

KEY ACHIEVEMENTS

- Reduced turnaround time (TAT) by 40% by moving key courier processes from manual to semi-automated workflows (Carrybee).
- Reduced sorting and handling errors by 98% and operating cost by 15% through process redesign, item control and manpower optimisation (Carrybee).
- Managed sort & hub operations with 220,000+ parcels per day and 97%+ SLA and SOP compliance (Pathao).
- Promoted from Operations Associate to Senior Operations Associate at Pathao, and from Senior Executive to Assistant Manager at Carrybee.
- Trained 7 executives and senior associates and strengthened team capability through structured interview, training and performance-review processes.

PROFESSIONAL EXPERIENCE

Carrybee Express Ltd. (A concern of US-Bangla Airlines), Dhaka *Nov 2024 – Present*

Assistant Manager – Operations *Jan 2026 – Present*

- Lead 190+ staff through team leads across 11 operational functions: Sort, Central Inbound, Central Pickup, Central Return, Return Parcel Validation, Investigation & Reconciliation, Issue Resolution, Reprocessing & Resolution, Data Entry, Inventory Management and Sub-Sort.
- Oversee Sub-Sort operations at five regional locations outside Dhaka (Bhanga, Sirajganj, Cumilla, Bhairab, Chattogram).
- Manage 50,000+ parcels daily with end-to-end operational control, SLA and SOP compliance and achievement of corporate performance targets.
- Reduced TAT by 40% by introducing semi-automation: the put-to-number (PTN) process, gate-pass printing in two clicks, automated return validation with auto task assignment, AI-assisted data entry and timely branch entry so merchants are notified on time.
- Reduced errors by 98%: replaced manual counting with a CCTV-verified basket process, added name plates with reflective stickers and floor taping to prevent wrong routing, set handling guidelines for liquid and fragile merchant items and prepared protective boxes for TVs.
- Reduced operating cost by 15% through manpower optimization, stronger item control and an Order Management System (OMS) app solution that reduced device requirements.

Senior Executive – Operations *Nov 2024 – Dec 2025*

- Led operations planning, analysis and execution, identifying bottlenecks and implementing data-driven solutions to improve cross-departmental efficiency.
- Managed new project initiatives from planning through field execution, aligning timelines with executive KPIs.
- Led resource sourcing, recruitment and onboarding to scale workforce capacity during peak e-commerce seasons.

Pathao Ltd. (Courier Operations Department), Dhaka *Sep 2019 – Oct 2024*

Senior Operations Associate *Jun 2023 – Oct 2024*

- Managed and supervised 180+ employees, overseeing sort & hub operations that processed 220,000+ parcels daily.
- Led hub operations and rider management, including rider networks, fleet allocation and delivery dispatch, maintaining 97%+ SLA and SOP compliance.
- Directed sort operations, return-parcel handling and no-entry inventory control, improving accuracy and workflow efficiency.
- Took on cross-functional coordination responsibilities that reduced processing errors and improved TAT; supported process discovery initiatives and introduced service improvement ideas.

Operations Associate *Sep 2019 – May 2023*

- Managed Inbound team operations, parcel dispatch coordination, workflow execution and operational documentation.
- Ensured accurate, timely inbound processing in full compliance with SOPs and maintained zone-level service quality through close coordination with sorting and inventory teams.

Service Engineer – Concrete Technology, Dhaka *Aug 2017 – Apr 2018*

- Performed installation, setup, preventive maintenance and fault diagnosis of batching plant machinery.
- Developed, deployed and integrated PLC systems and networks to automate plant processes.

Other experience: Office Assistant, International Human Rights (ASHOK) Foundation, Oct 2018 – Feb 2019: prepared legal documents and press correspondence, wrote and organized news content for print, managed the Facebook portal and produced design and photo edits in Adobe Photoshop. Self-employed e-commerce business (Mar 2019 – Aug 2019).

EDUCATION

Post Graduate Diploma (PGD) in Logistics & Supply Chain Management *Passed 2023*
Academy of Business Professionals (ABP), Dhaka | Modules: Operations Management, Demand & Inventory Planning, Procurement, Supply Networks, Green Logistics

BSc in Electrical & Electronic Engineering (EEE) *Passed 2021*
European University of Bangladesh, Dhaka | CGPA 3.33/4.00

Diploma in Engineering – Electrical Technology *Passed 2016*
Government Barisal Polytechnic Institute, Barisal | GPA 3.40/4.00

SSC – Business Studies *Passed 2012*
Hazi Abdus Sobhan Sikder Model Academy, Barisal | GPA 3.94/5.00

SKILLS

Operations & Supply Chain: SLA/SOP Compliance, Lean Methodologies, Inventory Management, Process Optimization, Sort & Hub Operations, Team Leadership, Reporting & Data Analysis, Problem-Solving.

Software & Tools: MS Office (Word, Excel, PowerPoint), Barcode & QR Code Generation, AI tools (ChatGPT, Claude, Copilot, Gemini) for reporting and documentation.

Technical: PLC & HMI Programming, AutoCAD 2D & 3D (Electrical).

Design: Figma, Canva, Adobe Photoshop, Illustrator.

CERTIFICATIONS

- Industrial Automation and House Wiring – New Engineering Training Centre, Dhaka (2016)
- PLC & HMI Programming (Analog/Digital I/O, Temperature Module) – New Engineering Training Centre, Dhaka (2016)

LANGUAGES & PERSONAL DETAILS

Languages: Bengali: Native | English: Professional Working Proficiency (Reading & Writing: Upper-Intermediate & Listening & Speaking: Intermediate) | Hindi: Professional Communicative Proficiency (Spoken & Understood)

REFERENCES

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