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Top Skills

Agile Leadership
Customer Insight
Customer Service Operations

Certifications

Designing the Learner's Journey
Project Management Foundations
Project Management Foundations:
Schedules
High Performance Culture
Project Management Foundations:
Ethics

Honors-Awards

Shining Star Award 2022

K. M. Mehedi

E-Commerce (Alibaba Group) | Operations & CX Strategist | Partner
Management
Dhaka, Bangladesh

Summary

I am an operations and customer experience leader with 12+ years of expertise in scaling high-volume contact centers, BPO ecosystems and e-commerce operations. My leadership philosophy is grounded in a simple truth: sustainable results come from empowered people and well-designed processes.

Currently I serve as Manager-Buyer Ops (CXP) at Daraz Bangladesh (Alibaba Group); where I lead end-to-end operations for one of South Asia's largest e-commerce platforms. I focus on aligning strategy with execution - driving category-level growth, strengthening governance and ensuring seamless experiences across millions of customer interactions.

Previously at Genex Infosys, I directed large-scale operations that enhanced response times, elevated client relationships and achieved 99%+ SLA compliance. By integrating Lean Six Sigma and Agile methodologies with people-centric leadership, I cultivated environments where teams could thrive while consistently meeting business objectives.

My career journey spans frontline customer service, retail sales with Samsung, Huawei and operational leadership for digital platforms such as foodpanda, BIGO, likee and imo. This breadth of experience has given me both the analytical discipline to optimize processes and the empathy to lead teams with purpose.

Recognized with the Shining Star Award for training and process optimization, I am committed to building systems that reduce inefficiencies, accelerate onboarding and foster continuous learning. With a background in Economics and certifications from PMI, IIBA and NASBA, I bring both analytical rigor and human-centered leadership to every challenge.

I thrive in dynamic fast-paced environments where operational excellence and customer trust go hand in hand and where growth is driven not only by process efficiency but by cultivating engaged, high-performing teams.

Experience

Daraz

Manager - Buyer Operations

July 2025 - Present (8 months)

Bangladesh

Currently leading Buyer Operations for Bangladesh's largest e-commerce ecosystem at Daraz (Alibaba Group), ensuring a seamless, reliable and trustworthy shopping experience at scale for millions of customers.

Key Highlights:

- Managing regional BPO partners across multiple sites, governing delivery through clear SLAs, quality benchmarks and performance reviews to ensure consistency, compliance and scalability of operations.
- Actively driving category-level growth by aligning buyer expectations with seller performance, maintaining a sustainable balance between customer satisfaction and revenue outcomes.
- Building and governing CX performance through integrated dashboards covering SLA, TSAT, AHT and Quality metrics, enabling leadership to monitor trends, identify risks early and take data-driven actions.
- Designing and executing structured root-cause analysis to address recurring order-management gaps, reducing escalations, improving delivery accuracy and strengthening buyer trust.
- Working closely with Marketplace, Logistics, Seller Operations and Marketing leaders to continuously improve the end-to-end buyer journey and ensure consistency across all customer touchpoints.
- Developing frontline leadership capability (TLs, Trainers, QAs) through targeted coaching, refresher training, and disciplined incident management, driving ongoing improvements in service quality and operational confidence.
- Operating with a strong bias for action and market-aligned judgment, consistently executing under pressure and contributing to Daraz's growth, resilience and brand credibility within the Alibaba ecosystem.

Genex Infosys Limited

4 years 8 months

Assistant Manager - Operations

January 2023 - June 2024 (1 year 6 months)

Dhaka, Bangladesh

Led end-to-end operations for multi-channel support programs with 350+ FTEs, combining program oversight, quality management, and stakeholder engagement. Focused on driving operational efficiency, maintaining content security, and scaling service delivery through Lean Six Sigma and Agile methodologies. Aligned daily execution with strategic goals, ensuring high performance, compliance, and client satisfaction across service lines.

Key Highlights:

- ✓ **Operational Optimization:** Applied Six Sigma Green Belt practices to streamline workflows, eliminate process inefficiencies, and achieve a 20% reduction in average handling time (AHT).
- ✓ **Program & Performance Leadership:** Spearheaded program-wide KPI governance, optimized workforce allocation, and maintained >99% SLA adherence across all service verticals.
- ✓ **Quality & Risk Management:** Built and led robust QA frameworks; ensured full compliance with platform, content security, and data protection policies—achieving zero audit gaps.
- ✓ **Client Relationship Management:** Served as the single point of contact (SPOC) for global clients, leading strategic planning, reporting, and escalation handling with consistent 95%+ satisfaction.
- ✓ **Team Development & Leadership:** Coached and developed frontline leaders, promoted two to management roles, and established a leadership pipeline covering 80% of internal succession needs.
- ✓ **Data-Driven Decision Making:** Designed and deployed real-time BI dashboards—improving reporting efficiency by 70% and enabling proactive performance management.

By elevating operational standards, reinforcing quality systems, and fostering strong team culture, I consistently delivered results that supported long-term client retention, business growth, and platform integrity.

Operations Specialist

September 2022 - December 2022 (4 months)

Dhaka, Bangladesh

In this role, I focused on more than just keeping operations steady—I was committed to making them smarter, faster, and more effective. I led workflow

redesigns, supported cross-functional coordination, and played a key role in onboarding and training. My goal was to ensure teams could deliver consistent performance with fewer blockers and better tools.

Key Contributions:

- ✓ Workflow Optimization: Streamlined existing processes by removing inefficiencies—boosting first-call resolution (FCR) by 17% and eliminating redundant steps.
- ✓ Training Enablement: Designed intuitive onboarding resources, including agent self-assessment tools, which reduced new hire training time by 30%.
- ✓ Retention & Culture: Collaborated with HR and Team Leads to address performance pain points, resulting in improved retention and early-stage employee engagement.
- ✓ Performance Monitoring: Rolled out real-time KPI dashboards, raising QA scores from 90% to 97% in under two months.
- ✓ Cross-Team Impact: Partnered with operations, training, and QA teams to align execution with overall business priorities and service excellence standards.

This role allowed me to bridge strategy with execution—turning insights into action, and helping teams work not just harder, but better.

Executive - Training and Skill Development

February 2021 - August 2022 (1 year 7 months)

Dhaka, Bangladesh

Led training for Customer Service (CS), Rider Support (RS), and Content Moderation teams—driving onboarding excellence, process adoption, and content security compliance across multiple programs. Managed full-cycle training initiatives for both new hires and existing staff, aligning learning outcomes with operational goals and regulatory requirements. Recognized with the Shining Star Award for delivering measurable business impact through training transformation.

Key Contributions:

- ✓ Training Program Management: Developed and executed structured training schedules to ensure timely, effective rollout of role-specific training.
- ✓ Content Moderation Enablement: Delivered policy-driven, security-sensitive training to support platform integrity and regulatory compliance.

- ✓ **Process Launch & Change Management:** Facilitated training for new workflow deployments, driving adoption and reducing performance ramp-up time.
- ✓ **Performance Coaching:** Conducted post-training evaluations, feedback sessions, and one-on-one coaching to strengthen frontline effectiveness.
- ✓ **Continuous Improvement:** Used training data to identify gaps and shape improvement plans that increased productivity and knowledge retention.
- ✓ **Stakeholder Engagement:** Collaborated with clients, trainers, and operations leadership to align learning content with business priorities.

This role allowed me to shape high-performing teams, safeguard digital platforms, and elevate the quality of service delivery through purposeful, people-focused learning.

Team Lead - Operations

November 2020 - February 2021 (4 months)

Dhaka, Bangladesh

Leadership, to me, has always meant enabling people to perform at their best. As a Team Lead, I focused on building a high-performing, engaged support team—ensuring each member had the tools, clarity, and support to succeed. I drove day-to-day operational excellence while fostering a collaborative, performance-driven culture rooted in accountability and growth.

Key Contributions:

- ✓ **Team Development & Coaching:** Mentored a 30-member team, driving individual performance improvements and promoting six agents into future leadership roles.
- ✓ **Operational Efficiency:** Identified and addressed process bottlenecks, ensuring seamless service delivery and better workload management.
- ✓ **Quality & Service Standards:** Elevated CSAT from 87% to 94% in 3 months by improving training, feedback loops, and support consistency.
- ✓ **Culture & Engagement:** Fostered a team culture of trust, open communication, and shared accountability—enhancing morale and reducing repeat issues by 50%.
- ✓ **Stakeholder Communication:** Acted as a bridge between frontline agents and management—ensuring alignment, transparency, and timely execution of initiatives.

This role reinforced my belief that strong leadership isn't about control—it's about clarity, commitment, and creating the right environment for teams to thrive and deliver.

Customer Service Officer

November 2019 - November 2020 (1 year 1 month)

Dhaka

Helping people wasn't just part of my job—it was the core of it. As a Customer Service Officer, I was committed to delivering customer-first solutions, ensuring every interaction was met with empathy, professionalism, and efficiency. Whether it was answering a simple inquiry or handling a complex issue, my goal was always to leave customers feeling heard, valued, and satisfied.

Key Highlights:

- ✓ Solving Problems with Care – Listened attentively, provided accurate solutions, and ensured a seamless customer experience.
- ✓ Managing Escalations Proactively – Took ownership of customer concerns, followed up on cases, and ensured timely resolutions.
- ✓ Improving Processes for Better Service – Identified pain points, shared insights with leadership, and helped enhance service quality.
- ✓ Recognized for Excellence – Consistently exceeded performance expectations, leading to a promotion to the Leadership Team.

I took pride in turning challenges into opportunities—for customers, for the business, and for my own growth. Every call, every case, and every conversation was a chance to make a difference.

Samsung Electronics

Samsung Experience Consultant

October 2016 - September 2019 (3 years)

Dhaka, Bangladesh

As a Samsung Experience Consultant, I didn't just sell products—I built connections. Every interaction was an opportunity to understand customers' needs, provide tailored product recommendations, and ensure they left with not just a purchase, but a great experience. Through a combination of expert product guidance, post-sales support, and relationship management, I played a key role in strengthening brand loyalty and customer trust.

Key Highlights:

- ✓ Driving Sales & Performance – Consistently met and exceeded sales targets by creating a customer-first approach to selling.

- ✓ Personalized Customer Experience – Guided customers in choosing the right Samsung products, ensuring they felt confident and satisfied.
- ✓ Building Lasting Relationships – Maintained post-sales engagement, following up to address questions and reinforce brand trust.
- ✓ B2B & B2C Engagement – Fostered strong relationships with business partners and individual customers, ensuring a seamless experience.
- ✓ Retail & Sales Operations – Managed POS systems, optimized sales strategies, and ensured a smooth retail environment.

I took pride in being more than just a sales consultant—I was a trusted advisor, helping customers discover, connect, and engage with Samsung products in a way that truly enhanced their everyday lives.

Interspeed

Brand Representative

January 2014 - September 2016 (2 years 9 months)

Mymensingh Sadar, Dhaka, Bangladesh

As a Brand Representative, I was the face of the brand, engaging directly with consumers to create meaningful interactions and lasting impressions. Through company-organized events and on-the-ground marketing efforts, I helped enhance brand visibility and build strong consumer relationships.

Key Highlights:

- ✓ Brand Advocacy & Engagement – Represented the brand with authenticity, ensuring positive engagement and a strong market presence.
- ✓ Event Activation & Consumer Experience – Connected with people at events and activations, fostering excitement and brand awareness.
- ✓ Consumer Insights & Strategy – Listened to customer feedback, gathered insights, and shared key learnings to help refine marketing strategies.
- ✓ Trade Marketing & Sales Support – Strengthened retail partnerships, ensuring brand messaging reached the right audience effectively.
- ✓ Tracking & Reporting – Maintained daily records of interactions and promotions, ensuring activities aligned with business goals.

I took pride in bringing the brand to life, creating genuine connections, and contributing to its market growth and reputation.

Education

National University | Bangladesh

Bachelor Of Social Science, Economics · (January 2014 - January 2019)

Notre Dame College

Higher Secondary Certificate, Humanities · (2011 - 2013)