



NASIR AHMED BHUIYAN

Product Manager

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H#68, R# 07, DIT Project, Merul Badda, Dhaka

PROFESSIONAL SUMMARY

Results-driven Product Manager and Operations Specialist with over 8 years of experience in Fintech and E-commerce sectors. Expert in translating business needs into technical requirements (BRDs), managing end-to-end project lifecycles, and driving data-driven decisions through advanced MIS and Power BI analytics. Proven track record in streamlining operational workflows, managing revenue reconciliation, and leading cross-functional teams to achieve organizational excellence.

EXPERIENCE

Aug 2023 - Present

AGAM International (BD) Limited

Product Manager

- Define long-term product vision, strategy, and roadmap ensuring alignment with business and organizational goals.
- Lead cross-functional collaboration across tech, business, sales, marketing, and customer activation teams to drive smooth product development and delivery.
- Manage the full product lifecycle—from concept and requirement gathering to UAT, launch, performance monitoring, and iterative improvements.
- Translate business needs into structured requirements, including BRDs, process flows, and system design documentation.
- Oversee system performance, manage issue tracking, bug resolution and QA.
- Deliver data-driven insights through MIS dashboards, financial forecasting, and operational reporting to support strategic decisions.
- Architected automated reporting frameworks using Power BI to track Key Performance Indicators (KPIs), reducing manual reporting time for the operations team by approximately 30%.
- Lead revenue operations, including invoicing, bank reconciliation, and internal account monitoring.
- Execute customer activation strategies, conduct user training, collect feedback, and collaborate with tech teams to improve the user experience.

Dec 2019 - Jul 2023

E-valy.com Limited

Senior Executive, Issue Resolution

- Authenticate refund claims and diligently process them in compliance with the company's terms and conditions.
- Utilize statistical tools to perform data analysis, generating insightful reports for both management and customers on a periodic basis.
- Preparing comprehensive account statements for all refund processes, enhancing transparency and clarity for customers.
- Produce comprehensive reports on customer refunds and diligently maintained records of customer status and professional interactions.

Sep 2016 - Jul 2018

Genex Info Sys Ltd.

Customer Support Officer

- Provided technical support for Samsung products using remote management systems to resolve complex issues.
- Acted as a mentor to colleagues, sharing technical expertise to foster professional growth within the team.

EDUCATION

2011 - 2015	BSc in Electrical & Electronics Engineering (EEE) American International University–Bangladesh (AIUB) <ul style="list-style-type: none">3.60 Out of 4.00
2008 - 2010	Higher Secondary School Certificate (HSC) Rajuk Uttara Model College, Dhaka <ul style="list-style-type: none">4.50 Out of 5.00
2006 - 2008	Secondary School Certificate (SSC) Comilla Modern High School, Comilla <ul style="list-style-type: none">5.00 Out of 5.00

SKILLS

- Product Strategy
- Requirements Engineering (BRD)
- Project Management
- UAT & Quality Assurance (QA)
- Revenue Operations & Reconciliation
- Process Optimization
- MIS & Data Analytics
- MS Power BI & Excel (Expert)
- Stakeholder Collaboration
- Financial Forecasting
- Business Intelligence (BI)
- Problem-Solving & Mentorship

INTERESTS & ACTIVITIES

I enjoy exploring new technologies and staying updated with digital trends, spending time with friends and collaborating in team settings, and relaxing through music and movies. I also value meaningful time with family and have actively participated in sports, cultural programs, and science fairs during my school and college years.

REFERENCES

Sayaqua Moslem

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