

MD ROBIN JAMAL

BUSINESS OPERATIONS · PROJECT MANAGEMENT · BUSINESS ANALYSIS · PROCESS IMPROVEMENT

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SUMMARY

Business Operations and Project Management professional with 3+ years of experience supporting international startups, consulting firms, and digital agencies. Experienced in designing scalable operational systems, leading cross-functional remote teams, improving business processes, developing SOPs, managing vendors, and delivering executive dashboards. Proven track record supporting €1M+ in client engagements while building workflow automation, market research frameworks, and AI-assisted operational solutions.

CORE COMPETENCIES

Operations & Strategy: SOP design & KPI tracking, cross-time-zone team coordination, client & stakeholder management, process improvement, performance reporting & dashboards, vendor & account management

Platforms & Tools: Notion, ClickUp, Trello, Excel (Pivot Tables, VLOOKUP), Google Workspace, Slack, Zoom

Analysis: Python (data analysis), customer lifecycle & churn analysis, cohort-based retention modeling, competitor & market benchmarking, AI-assisted workflow design

PROFESSIONAL EXPERIENCE

Project Coordinator & Assistant, Ansys ICA Jan 2023 – Oct 2024

Remote, Temporary, Part-Time

- Delivered strategic consulting and operational support to enhance team performance and project outcomes
- Directed operations, strategy, and research for inbound and outbound outreach campaigns
- Led **8–12 member** cross-functional remote VA teams, improving task turnaround time by **27%** through workflow restructuring and task board optimization
- Collaborated remotely with the web development team to support project execution and delivery
- Managed project task boards, facilitated cross-team coordination, and conducted meetings with clients, stakeholders, and customers
- Owned cross-functional coordination across operations, stakeholders, and delivery teams

Project & Account Management Assistant, Goodman Group LLC. Mar 2024 – Jun 2024

Remote, Temporary

- Assisted the CEO in optimizing and streamlining overall business operations
- Oversaw multiple teams and supported Project Management Office (PMO) functions to ensure organizational efficiency
- Developed Standard Operating Procedures (SOPs) and prepared key business documentation to support scalable growth

Business Operations Specialist, BizFuel Oct 2023 – Jul 2024

Remote, Temporary, Part-Time

- Managed client accounts and ensured consistent communication and service delivery for the agency
- Supported the preparation and delivery of client marketing performance reports
- Supervised and evaluated the performance of cold-calling team members to optimize outreach effectiveness
- Executed routine administrative duties and produced ad-hoc reports as needed
- Reduced internal workflow bottlenecks by redesigning SOPs, cutting project delivery delays by **18%**

KEY PROJECTS

AI-Assisted Operations & Vendor Tracking System, Cyvatar AI

Operations Manager & Workflow Specialist

- Built an end-to-end operations dashboard for fast-growing startup to centralize vendor management, invoice intake verification, and access provisioning
- Designed a vendor & renewal tracker with automated 30-day renewal warnings across **500 vendors** and **\$717K+** in tracked monthly spend
- Standardized an AP intake workflow to cross-verify invoice amounts against original contracts
- Built a structured AI verification framework using custom LLM prompts to flag contract discrepancies and data drift before entry into standard systems

Project: <https://www.upwork.com/freelancers/~015d2b42e027844abd?p=2083376909140996096>
Tech Stacks Operations Management Software · Vendor Management · Google Sheets · Data Analysis

European Tech Startup B2B Market Research & Business Development, Ansys ICA

Operations Project Manager & Outbound Data Lead

- Built and managed a targeted B2B prospect database for European tech startups using LinkedIn Sales Navigator, Crunchbase, and EU registers
- Executed data enrichment across tech stack, company stage, funding, open roles, and direct C-level decision-makers
- Organized outreach across **10+ European markets**, securing **80+ interviews**, led by Germany and the UK
- Built automated dashboards to analyze outreach conversion by tech stack, industry, and buyer persona

Project: <https://www.upwork.com/freelancers/~015d2b42e027844abd?p=2083117771997945856>
Tech Stacks Market Research · Outbound Sales · Lead Generation Strategy · Operations Analytics

Contractor Training & Marketing Lead Sourcing Pipeline, Bizfuel

Business Operations Specialist

- Streamlined daily operations by establishing scalable workflows, contractor training systems, and a targeted lead sourcing pipeline
- Built SOPs and onboarding guides to train remote contractor teams efficiently
- Created a systematic pipeline to capture and validate targeted marketing leads
- Managed task delegation, performance tracking, and bottleneck resolution, accelerating onboarding and freeing leadership focus for growth

Project: <https://www.upwork.com/freelancers/~015d2b42e027844abd?p=2082839988297216000>
Tech Stacks Project Management · Team Management · Business Operations · Problem Resolution · Marketing Ops & Workflow

ClickUp Workspace Demo: Marketing Agency Operations Hub

Project Coordinator & Agency Operations Consultant

- Built a functional ClickUp workspace demonstrating custom Kanban boards, SLA tracking, automated status notifications, and cross-functional team management
- Configured a multi-list structure for active campaigns, SOPs, and onboarding with custom fields for client budgets, channels, and launch dates
- Enabled multi-view management using Gantt timelines, Kanban boards, and tables, with automated workflows for client-review notifications

Project: <https://www.upwork.com/freelancers/~015d2b42e027844abd?p=2082419490832740352>
Tech Stacks Project Management · Client Management · ClickUp · Process Design

Data Analysis & Churn Reduction: Mottu Customer Insights, Mottu

Business Case Specialist

- Developed a strategic business case for a global platform, including competitor benchmarking across **5 regional platforms** and customer lifecycle mapping
- Identified **3 controllable churn drivers** and designed a solution framework in collaboration with stakeholders
- Modeled a **15% potential retention uplift** based on cohort analysis assumptions

Project: <https://www.upwork.com/freelancers/~015d2b42e027844abd?p=1940443512725344256>
Tech Stacks Excel · Python · Market Research Frameworks

IMPACT SNAPSHOT

15+ international clients across 3 agencies **20+** SOP documents built **27%** faster task turnaround
18% cut in delivery delays **€1M+** contract revenue supported **10+** member teams coordinated across 4 time zones

EDUCATION & LANGUAGES

EDUCATION

Bachelor of Social Sciences
Film & Media Studies
University of Dhaka, 2018–2022

CERTIFICATION

Python with Machine Learning
Creative IT Institute, 2023

LANGUAGES

English — IELTS Band 7
Bangla — Native