

Maruf Hossain



Personal Details



Maruf Hossain



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November 23, 1993



AB



Bangladeshi



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Skills

Team Supervision & Leadership ●●●●●

Operations Management ●●●●●

ERP Systems ●●●●●

Customer Relationship Management ●●●●●

B2B Lead Generation ●●●●●

Email Marketing & MailChimp ●●●●●

Quality Assurance & Control ●●●●●

Procurement & Inventory Management ●●●●●

About Me

Service supervision and operations professional with 10+ years of experience across Finland and Bangladesh. Currently managing 64 employees across 16 Finnish cities and approximately 145 customer accounts, with a track record of raising customer quality ratings from 2.5 to 2.9 out of 3. Alongside this, an active Top Certified Freelancer on PeoplePerHour with 1,000+ five-star reviews from 500+ international clients in B2B lead generation and email marketing. Holds a Master's in Engineering (Project Management) from VAMK (4.4/5.0) and is HubSpot certified in Sales Hub and Revenue Operations.

Now looking to move into an office-based role in operations, project coordination, or CRM, where I can leverage my strong people management, process improvement, and digital marketing skills to drive measurable results.

Employment

Service Supervisor (Palveluohjaaja)

Mar 2021 - Present

IHP Suomi Oy, Vaasa, Finland

- Lead a team of 64 service staff across 16 Finnish cities, overseeing daily operations for 145+ customer accounts.
- Raised customer quality ratings from 2.5 to 2.9/3 through structured QC processes and staff coaching.
- Maintain ERP system covering schedules, access codes, inventories, pricing, and workforce assignments.
- Manage multi-site staffing rosters and backup coverage across 16 cities, ensuring zero service disruption.
- Act as primary decision-maker for escalations, complaints, and urgent operational issues.
- Oversee procurement and inventory of cleaning supplies across all sites.

Email Marketing Specialist (Freelance)

Feb 2014 - Present

PeoplePerHour, Remote

- Accumulated 1,000+ five-star reviews from 500+ clients, earning Top Certified Seller status on the platform.
- Specialized in B2B lead generation and executed targeted email campaigns using Mailchimp and CRM tools.
- Manage the full campaign lifecycle: research, list building, content creation, scheduling, and performance reporting.
- Maintain a strong repeat-client base through reliable delivery, data accuracy, and personalized outreach strategies.

Data Research Analyst

Oct 2015 - Sep 2021

bant.io, Remote

- Collected, processed, and validated B2B prospect data for multi-channel lead generation campaigns.
- Improved data quality through systematic cleansing and segmentation, directly enhancing campaign conversion rates.
- Delivered detailed market insights and prospect segmentation reports to support client outreach strategies.

Project Coordination

HubSpot CRM

Data Research & Analysis

Leadership

Team Management

Microsoft Office Suite

Revenue Operations

Python

Languages

Bengali

English

Finnish

Certifications

- Foundation Certificate in Project Management (PRY)
- HubSpot Sales Hub Software Certification (HubSpot Academy)
- Revenue Operations Certification (HubSpot Academy)
- Programming for Everybody - Python (University of Michigan)
- Digital Marketing Certification
- Hygiene Passport (Hygieniapassi)
- Occupational Safety Card (Työturvallisuuskortti)

Hobbies

- Travelling
- Badminton

Account Manager

Jan 2017 - Apr 2020

Shah Marine Resort, Dhaka, Bangladesh

- Consistently achieved and exceeded sales targets through structured planning and proactive client engagement.
- Led membership acquisition and retention programs, improving recurring revenue and customer loyalty.
- Coordinated partner service bookings, ensuring full customer benefits and seamless delivery.
- Prepared monthly financial reports and coordinated activities across sales, operations, and finance teams.

Account Manager

Feb 2015 - Dec 2016

Afroz Shipping Line, Dhaka, Bangladesh

- Drove revenue growth through targeted sales and marketing strategies.
- Managed customer accounts, sales pipelines, and basic company accounting and financial records.
- Provided regular performance analyses and strategic recommendations to senior leadership.

Assistant Manager, Sales

Jul 2012 - Dec 2014

Dhaka Regency Hotel & Resort, Dhaka, Bangladesh

- Exceeded monthly sales targets through structured telemarketing and client management.
- Streamlined internal sales workflows, contributing to measurable improvements in team productivity.

Education

Master’s in Engineering in Project Management

Aug 2024 - Jun 2025

Vaasa University of Applied Sciences (VAMK), Vaasa, Finland

- EQF Level: 7
- Thesis: Exploring the Role of Artificial Intelligence in Sustainability Initiatives: A Case Study of Vaasa and Seinäjoki
- Project Management Methodologies (PMP, PRINCE2 frameworks), Agile & Lean Project Management, Risk Management & Mitigation, Stakeholder Communication & Reporting, Sustainability & ESG in Engineering, AI in Business Operations, Resource Planning & Budget Control, Strategic Decision-Making, Leadership & Team Management.

BSc in Textile Engineering

Jan 2014 - Jan 2018

University of South Asia, Dhaka, Bangladesh

- Textile Manufacturing Processes, Fabric & Garment Technology, Quality Control in Production, Supply Chain & Inventory Management, Industrial Management & Production Planning, Basic Chemistry & Material Science.

Diploma in Textile Engineering

Dec 2009 - Dec 2013

Bangladesh Textile Engineering College, Dhaka, Bangladesh

- Textile Production Fundamentals, Wet Processing & Dyeing Techniques, Quality Inspection & Testing, Workshop Practice & Industrial Safety, Basic Machinery Operation & Maintenance.