

HASNAT HANNAN TAMIM

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SUMMARY

Growth and product-minded fintech professional with 6+ years of experience across fintech, startups, and global freelance markets. Experienced in business development, customer experience, go-to-market strategy, user acquisition, and product feedback. Passionate about digital banking and cross-border payments, with a strong focus on translating customer insights into product improvements and business growth.

EXPERIENCE

Customer Experience & Community Lead | Fasset

May 2026 - Present, Dubai, UAE (Remote)

- Resolved **400+** customer inquiries weekly across onboarding, payments, KYC, and platform usage while maintaining high customer satisfaction.
- Collaborated with **Product, Engineering, and Operations** teams to identify recurring issues and improve platform experience.
- Secured initial engagement with a prospective **Payout Partner** and coordinated multi-stakeholder discussions to evaluate cross-border payment solutions for local market expansion.
- Analyzed **100+** customer feedback cases to support product enhancements, feature prioritization, and growth initiatives.
- Managed a fintech community of **4,500+** members, fostering engagement and maintaining a transparent, user-focused environment.
- Investigated and resolved payment, transaction, and account issues, reducing resolution time through effective cross-functional collaboration.

Market Strategist | Karsa (YC W25)

September 2025 - February 2026, USA (Remote)

- Shaped product positioning and go-to-market strategy for the Bangladesh market, translating local user behavior and trends into actionable recommendations.
- Partnered with cross-functional teams to adapt product offerings for local market fit, improving alignment between user needs and product direction.
- Directed cross-border product management initiatives using Jira and Asana across three project cycles (9 months), accelerating launch time by 22% and delivering quarterly KPIs for market penetration and user retention.
- Developed data-driven product strategy over 9 months using Tableau and Excel, guiding three major launches that increased market penetration by 18% and exceeded quarterly user retention KPIs across cross-border projects.

Freelance Graphic Designer & Web Developer | Self-Employed

June 2018 - Present, Remote - Global Clients

- Delivered 2,000+ projects across branding, UI/UX, web development, and digital strategy for global clients on Fiverr (February 2020 – Present) and 99designs (November 2020 – Present), earning Top Rated Seller recognition through consistent quality and client satisfaction.
- Served as Senior Graphic Designer at Rare Solutions LTD, a UK-based agency (February 2021 – February 2024), and as Logo & Branding Specialist at FeWorkers, Bangladesh (June 2018 – March 2021), delivering branding and visual identity solutions for international clients.
- Designed branding and marketing assets for Awaken City Church, USA (February 2020 – July 2022), ensuring consistent visual communication across digital and print platforms.
- Volunteered with Fiverr's Official Community Program (July 2020 – December 2024), mentoring new freelancers, supporting community growth, and co-organizing virtual and in-person events alongside official community leaders.

PROJECT

Project Coordinator- Shomajgori Foundation | Fasset

June 2026 - Present

- Coordinated 20+ project meetings with directors, videographers, and internal stakeholders to support successful videography project execution.
- Facilitated communication between local and international directors, aligning project objectives, timelines, and deliverables across multiple stakeholders.
- Organized 15+ leadership meetings by preparing schedules, tracking action items, and supporting timely project decisions.
- Monitored project timelines, deliverables, and follow-ups, helping keep multiple videography projects on schedule through coordination.

Product Shaping - Volunteer | nsave

August 2025 - January 2026

- Conducted structured product research by analyzing customer feedback from community discussions, support interactions, and real-world fintech use cases.
- Identified 50+ product, UX, onboarding, payment, and transaction improvement opportunities, helping prioritize high-impact enhancements across the customer journey.
- Developed 20+ detailed product proposals covering dashboard redesign, payment transparency, transaction tracking, onboarding, customer support, and community engagement.
- Proposed scalable product strategies, including monthly feedback loops, contributor recognition, community-led support, and structured Voice of Customer (VoC) programs to improve user retention and trust.

EDUCATION

FIN101x | University of Michigan

USA, 2026

[Diploma, Computer Science & Technology](#) | Daffodil Polytechnic Institute
Dhaka, Bangladesh, 2025

[Diploma, Business Administration](#) | Alison
Online, 2026

[Bachelor's Degree, Business Administration](#) | University of the People
Dropout, USA, 2026

[Course, FinTech Technologies](#) | The University of Hong Kong / edX
Online, 2026

[Secondary School Certificate \(SSC\)](#) | R.S.K.H Institution
Mohammadpur, Magura, 2020

CERTIFICATIONS

[BUS101: Introduction to Business](#) | Saylor University
2026

[User Verification](#) | Sumsu
2026

[Success Mindset](#) | HP LIFE
2026

[Agile Project Management](#) | HP LIFE
2026

[Leadership Qualities - Boss vs Leader](#) | GoEdu
2024

[Conflict Resolution in Teamwork](#) | University of the People
2026

[FinTech: Shaping the Financial World](#) | MIT OpenCourseWare
2026

[EF SET English Certificate 68/100 \(C1 Advanced\)](#) | EF SET
2026

AWARDS & HONORS

Successful Alumni Award

Daffodil Polytechnic Institute, 2025

- Invited to share my journey of achieving success in freelancing and building a startup, inspiring current students.

Freelancer to Founder

Daffodil Polytechnic Institute, 2025

- Delivered a keynote on transitioning from a freelance career to building a startup and pursuing entrepreneurship.

Skill to Earn

Daffodil International University, 2025

- Delivered a career session on freelancing, professional growth, and opportunities in the digital economy.
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SKILLS

Growth Strategy, Go-to-Market Strategy, Business Development, Product Strategy, Product Operations, Product Discovery, User Acquisition, Product Positioning, Market Positioning, Partnership Development, Stakeholder Management, Community Management

Fintech, Digital Banking, Cross-border Payments, Payment Operations, Customer Experience, Customer Feedback Analysis, Customer Journey Mapping, Product Feedback & Iteration, KYC, AML Awareness, Compliance Support, Process Improvement

Project Coordination, Cross-functional Collaboration, Incident Management, Workflow Optimization, Jira, Zendesk, Metabase, Notion, Google Workspace
