

Robiul Ferdous Fahim

Wiesbaden, Germany, 65197 | +491633796024 | othawfahim@gmail.com

Summary

Global Logistics Master's student with practical experience in logistics operations, last-mile delivery and process coordination, combining an International Business background with ERP and data analytics skills.

Core Skills

- **Enterprise & Systems (ERP/CRM):** SAP S/4HANA (MM, SD), Power Automate, Salesforce, Zendesk
- **Data & Analytics:** SQL, Python, Advanced Excel, Power BI, Looker Studio
- **Operations & Process Improvement:** Six Sigma (Fundamentals), Agile (Scrum/Kanban), Process Optimization, Jira, Trello, Asana
- **Professional Competencies:** Precise Communication, Structured Problem Solving, Operational Prioritization, Attention to Detail

Experience

COURIER DRIVER - FREEWAY KURIERSERVICE - MAINZ, DE - PRESENT

- Handle time-critical courier and overnight shipments within a hub-based logistics network, including last-mile delivery, central hub operations and shipment handling.
- Coordinate pickups and deliveries while meeting strict schedules and operational requirements.

OPERATIONS & LOGISTICS INTERN - PASSNFLY - BARCELONA, ESP - JULY 2025-DECEMBER 2025

- Coordinate day-to-day service operations and logistics, ensuring smooth execution of airport and travel-related services across multiple locations.
- Monitor service requests, schedules and operational workflows, identifying delays, exceptions and service disruptions and supporting timely resolution.
- Coordinate with customers, service providers and internal teams to ensure accurate and timely service delivery.
- Analyze operational KPIs and service data, including service volumes, response times, completion rates and operational issues, using Excel/Google Sheets and Power BI.
- Support capacity and resource planning, aligning service demand with operational availability and identifying potential bottlenecks.
- Conduct process and root-cause analysis, supporting continuous improvement initiatives to streamline workflows, reduce service failures and improve operational efficiency.

ADDITIONAL EXPERIENCE DURING STUDIES

PART-TIME ROLES UNDERTAKEN ALONGSIDE FULL-TIME UNIVERSITY STUDIES.

- Amazon - Fulfillment Associate / Problem Solver - Warehouse operations, routing and resolution of damaged or misrouted shipments.
- Subway - Shift Lead - Team Supervision, inventory management, financial reporting.

Education

MASTER'S IN GLOBAL LOGISTICS - FRANKFURT UAS, DE – FIRST SEMESTER

- Relevant Coursework: Supply Chain Management, Hub and Transport Logistics, Sustainable Logistics, Procurement & Operations, Simulation in Logistics, IT-Based Process Management, Information Systems in Logistics, Transport Economics, International Trade & Business Law

B.A. INTERNATIONAL BUSINESS - OTH AMBERG-WEIDEN, DE - 2026

- Relevant Coursework: Production & Logistics, Business Analytics, Sales & E-Commerce, Product and Project Management, Cost Accounting, Financial Analysis & Control

ADDITIONAL ACADEMIC BACKGROUND: COMPUTER SCIENCE - NORTH SOUTH UNIVERSITY, BD

- Relevant Coursework: Data Analytics (Python & R), Big Data, Artificial Intelligence, Data Security

Projects

HR & EMPLOYEE MANAGEMENT APPLICATION - EMZ HANAUER

- Designed a digital HR tool to streamline onboarding, attendance tracking, and internal workflows, helping reduce paper-based processes and improve efficiency.

Languages

- English (C2) - German (B1) - Bengali (Native)

Volunteering

- English Teacher at Freiwilligen Zentrum Fürth
- Youth & Sustainability Projects at JAAGO

Honors & Awards

- Deutschlandstipendium - Federal Government of Germany and Sponsors
- Stipendium Hungaricum - Government of Hungary

Interests

- Motorsport, Aviation, Hiking, Technology