



MD MAZID MAZHAR

ABOUT ME

Results-driven and detail-oriented MBA (Operations Management) candidate with practical experience in supply chain operations, CRM-based business development, and customer support. Demonstrates strong problem-solving, communication, and process optimization skills.

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📍 Delhi, India

LANGUAGE

- English
- Hindi

SKILLS

- Inventory Management & Order Fulfillment
- Client Relationship Management
- Supply Chain & Logistics Coordination
- Analysis Negotiation Critical
- Thinking Leadership

EXPERIENCE

EZEEPAY

BUSINESS HEAD UPI QR

Jun 2025 – PRESENT

Spearheading the nationwide operations for Axis Bank UPI QR Soundbox under Ezeepay, ensuring seamless deployment, activation, and adoption across India. Overseeing payment collection, settlement. Leading chargeback management and fraud monitoring with robust risk control frameworks to minimize financial exposure.

REALME-INDIA

Sep 2022 – Apr 2023

SOCIAL MEDIA EXECUTIVE (CUSTOMER SUPPORT)

Handled 50+ customer queries daily via email and social media platforms. Achieved a 95% SLA compliance rate by resolving issues within defined response windows. Documented resolutions and escalations to ensure continuity and team collaboration.

BYJU'S (Think and Learn Pvt. Ltd.) BUSINESS

DEVELOPMENT ASSOCIATE

Oct 2021 – Jul 2022

Engaged with prospective clients to understand learning needs and recommend solutions. Maintained customer pipeline using LeadSquared CRM; tracked all interactions and conversions. Consistently achieved 90%+ of individual monthly sales targets.

FLIPKART

SUPPLY CHAIN INTERN

Sep 2019 – Dec 2019

Supported warehouse inventory organization and fulfillment operations.

Contributed to a process improvement initiative that helped reduce order cycle time.

Assisted with documentation and real-time monitoring of warehouse productivity metrics.

EDUCATION

COLLEGE OF ENGINEERING AND RURAL TECHNOLOGY, MEERUT

MBA (OPERATION AND
INTERNATIONAL BUSINESS)
2023 – 2025

Lloyd Institute of Management and Technology, G.Noida, UP

Bachelor of Business Administration
2018 – 2021

BSEB, BIHAR

Sr. Secondary School
2018