Rezaur Shahed

With over **7+** years of total work experience, I helped build sustainable digital products, solving problems with data-driven research, and impacting the development of products, systems, or services to add value to the business growth for **B2B/B2C/SaaS** clients.

crrshahed@gmail.com

+88 01672700581

Linkedin.com/in/rrshahed

www.rrshahed.xyz

EXPERIENCE

Product Manager

CHEQ by Cantaloupe Inc., Kirkland, Washington   April 2024 - Present (Full-time)

CHEQ is a social payments platform, connecting consumers and businesses to create frictionless in-person experiences. On February 2024, CHEQ Inc was acquired by Cantaloupe Inc.

As a Product Manager, my area of ownership is the Partner Web App (PWA), which is used by hundreds of our revenue partners managed by the CS team. Also I look over the Point of Sale (POS), Kiosk, KDS devices.

Product Manager

InsideMaps Inc., Redwood City, CA   Nov 2022 - March 2024 (Full-time)

InsideMaps is a fast-paced startup based in Silicon Valley, California, USA that builds fully semantic 3D models, and interactive virtual tours of homes from photos, for customers in the Real Estate industry and beyond.

Successfully developed a configurator tool that automated the package setup of home inspection by reducing 43.89% of time consumed and improved client satisfaction.

UX Researcher

InsideMaps Inc., Redwood City, CA   June 2022 - Nov 2022 (Full-time)

Reduced ±20% time on-site by bringing down the number of clicks on InsideMaps Capture iOS version 5.0 and beyond which increased the work efficiency of the end user by 29%.

Associate UX Researcher

InsideMaps Inc., Redwood City, CA   March 2021 - June 2022 (Full-time)

UX Researcher

Intelligent Machines Ltd, Dhaka, BD   July 2019 - Feb 2021 (Full-time)

Worked on a major project called Retail.ai where I traveled to different parts of the country to understand the pain points of local retailers. Even when Artificial Intelligence wasn't that popular in the industry, we started researching on it to stay ahead of the game.

UX Researcher

Pathao, Dhaka, BD   August 2018 - July 2019 (Full-time)

Major research projects include rider pickup experience enhancement that increased the ride share pickup accuracy by 11.35%, and rider payout enhancement that reduced payout time by 35%. Also worked on research projects related to Pathao food delivery.

User Experience Designer

ITmedicus, Dhaka, BD   January 2017 - July 2018 (Full-time)

Designed the UX architecture/UI-UX of one of the most popular medical apps in Bangladesh named DIMS (Drug Information Management System) which has a 4.4 rating out of 5 and over millions of downloads in the Google Play Store.

EDUCATION

Attended **Computer Science & Engineering**

at United International University - Dhaka, Bangladesh

SKILLS

Scrum and Agile Methodologies
Stakeholder Management
User Stories and Project Management
Strategic Planning and Problem solving
Wire-framing; Prototyping and UI/UX
User Journey Map and Flowcharts
Data Analysis and Analytics
Qualitative User Research
Quantitative User Research
Usability testing/UAT
User Interview Methods

TOOLS

Figma/Figjam/Miro
Google Surveys/Survey Monkey
Google G Suite/Microsoft Office 365
Jira/Zenhub/Github/Confluence
Userzoom/UserTesting
Google Analytics/Hotjar

CERTIFICATIONS

Certified Scrum Product Owner® (CSPO)®
by Scrum Alliance | 2022 - 2026

Certified User Experience Design (CUXD)
– Userhub | 2016

PUBLICATIONS/ARTICLES

Beginner guide to all about User Experience (In Bengali)
Published - 28th Feb 2018 on Medium

3 Simple steps to design a user-centric survey (In English)
Published - 13th July 2019 on UX Collective

LANGUAGE

English (Professional)
Bengali (Native)
Hindi (Speaking only)

crrshahed.medium.com

Instagram.com/ux.shahed