



HASNAT HANNAN TAMIM

Customer Experience @Fasset | Business Development & Community Strategist |
Fintech & Digital Banking | Driving Growth for Startups & Tech Ecosystems

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🌐 linkedin.com/in/tamimhasnat

EDUCATION

Bachelor's degree — Business Administration

University of the People · 2026

Diploma — Business Administration

Alison · 2026

Course — FinTech Technologies

The University of Hong Kong / edX · 2026

Diploma — Computer Science & Technology

Daffodil Polytechnic Institute · 2020 – 2025

Secondary School Certificate (SSC)

R.S.K.H Institution · 2016 – 2020

CERTIFICATION

- Leadership Qualities
- FinTech: Shaping the Financial World
- Conflict Resolution in Teamwork
- Setting & Achieving Focus & Goals
- Positivity & Positive mentality

SKILLS

- Leadership
- Business Growth Strategies
- Fintech & Digital Banking
- Business Development
- Growth Strategy
- Community Management
- Market Positioning
- Partnership Building
- Graphic design
- Brand guideline

LANGUAGE

English *Fluent*

Hindi *Conversational*

Bengali *Native*

AWARDS

- SUCCESSFULL ALUMI AWARD
- Freelancer to Founder
- Skill to Earn

Hello, I'm Tamim

I drive growth for fintech and tech startups through business development, market positioning, and community-led strategies.

With 6+ years of experience, I have helped companies expand user acquisition, strengthen product-market fit, and unlock revenue opportunities. My background in design and development enables me to align product, growth, and user experience into scalable execution.

Focused on fintech, digital banking, and emerging markets.

Customer Experience & Community Lead — Fasset

May 2026 – Present | Dubai, UAE — Remote

- Provide customer support across multiple channels, resolving issues related to onboarding, transactions, and platform usage
- Ensure fast, accurate, and user focused solutions to maintain high satisfaction
- Identify recurring problems and collaborate with internal teams for improvements
- Lead and manage community platforms, driving engagement and user trust
- Moderate discussions and maintain a positive, transparent environment
- Gather user feedback and share insights to support product and growth decisions

Graphic Designer & Web Developer — Fiverr

Feb 2020 – Present | USA — Remote

- Delivered 100+ client projects spanning branding, UI/UX, and web development across global markets
- Maintained top-rated seller status through consistent quality and timely delivery

Market Strategist — Karsa(YC W25)

Sep 2025 – Feb 2026 | USA — Remote

- Tailored product positioning and strategy for the Bangladesh market
- Analyzed user needs, behavior, and local trends to align product offerings
- Provided market insights and feedback to support product adaptation and growth
- Collaborated with teams to improve user experience and market fit

Community Volunteer — Fiverr

Jul 2020 – Dec 2024 | USA — Remote

- Supported and engaged freelancers by collaborating with community leaders
- Guided newcomers and shared resources to improve participation and growth
- Helped official leaders to organize community meetup, in-person events
- Shared new updates in groups and clubs— Official channel

Growth & Operation — Oolpo

Feb 2021 – Dec 2023 | Dhaka, Bangladesh — Hybrid

- Supported product growth by aligning features with user needs and market demand
- Contributed to user acquisition strategies and improved platform engagement
- Managed community interactions to strengthen retention and user experience