

Senior Strategy & Operations Specialist with **5+ years** in high-growth q-commerce, optimizing pricing structures, building KPI frameworks, improving operational efficiency, and driving AI-powered automation across **17 international markets**. I've delivered **€1.5M+** in annual savings and a **6pp** lift in on-time delivery, and I independently ship consumer products, Whitewash and Ateri, using generative AI.

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 in/shahzainwyne

 Finland

 Open to remote & Finland-based roles

€1.5M+ cost savings	92% ai efficiency gains	17 international markets	5+ years experience
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EXPERIENCE

Senior Specialist, Rider Payments (EU & APAC)
Delivery Hero Finland Oy

Feb 2025 – Jun 2026
Helsinki, Finland

- **€1.5M+** in annual savings from re-engineering Nordic logistics cost structures, without impacting order fulfillment.
- Piloted a regression-based KPI target-setting framework in one city, shrinking delivery time **35 to 32 min**, scaled across **17 markets**.
- Built the logic behind a new pricing feature, conducted cost analysis, and ran the A/B test that lifted high-effort order acceptance by **3pp**.
- Built AI tooling to automate launch-cost analysis and pay-upload checks, slashing review time **60 to under 5 min**.

Senior Logistics Performance Manager
Foodora (Delivery Hero Finland Oy)

Nov 2023 – Jan 2025
Helsinki, Finland

- Delivered a **6pp** uplift in on-time orders year over year, via projects that accelerated delivery times and curbed cancellations.
- Built a logistics performance dashboard using SQL & Looker, exposing order-journey leaks, lowering refund costs **11%** and cancellations **7%**.
- Maintained **95%+** demand-forecasting accuracy across 30+ cities, trimming fulfillment failures by 1.5%.

Regional Lead, Vendor Insights (APAC)
Foodpanda Malaysia (Delivery Hero)

Jan 2022 – Oct 2023
Kuala Lumpur, Malaysia

- Reconfigured backend mapping and front-end flows, lifting support-routing accuracy **23pp** across 11 countries.
- Streamlined the Vendor Help Center journey, shortening time-to-solution for support cases by **15%**.

Assistant Manager, Vendor Experience
Foodpanda Pakistan (Delivery Hero)

Sep 2020 – Dec 2021
Karachi, Pakistan

- Lowered menu-photo rejections **3% WoW** through a feedback loop that educated vendors on requirements.
- Wrote a step-by-step guide so vendors could update their own store hours, cutting chat support requests by **2%**.

Fleet Solutions Associate
Careem (An Uber Company)

Jul 2019 – May 2020
Karachi, Pakistan

- Led operations for a driver health-insurance program, enrolling **9,500+ Captains** and generating **\$65,000+** in revenue.

PROJECTS

Ateri

ateri.app

Directed product and AI development for Ateri: an app for meal planning, recipe saving, synced grocery shopping.

Whitewash

whitewash.app

Directed product and AI development for Whitewash, an online cricket draft game with **~100 daily users**.

SKILLS	TOOLS	EDUCATION
Pricing Strategy & Cost Optimization	SQL · Python · Excel	B.Sc. Management, Bilkent University, Turkey · 2015–2019
KPI Development & A/B Testing	Looker · BigQuery · Tableau	
Performance Analytics & Forecasting	Claude · Gemini · Codex	CERTIFICATIONS
Process Improvement	Apps Script	AI Fluency Framework (Anthropic)
Cross-Functional Collaboration		Advanced SQL (HackerRank)
Vendor & Stakeholder Management	LANGUAGES	Data Analysis w/ Python (Google)
AI-Driven Automation & Product Dev.	English	
	Urdu	
	Finnish	