

Shahzain Wyne

Strategy · Operations · AI

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 **5.7pp** lift in on-time delivery, and I independently ship consumer products, Whitewash and Ateri, using generative AI.

✉ mshahzainwyne@gmail.com 🔗 in/shahzainwyne 📍 Finland 🌐 Open to remote & Finland-based roles

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

EXPERIENCE

Senior Specialist, Rider Payments (EU & APAC)

Feb 2025 – Jun 2026

Delivery Hero Finland Oy

Helsinki, Finland

- **€1.5M+** in annual savings from re-engineering Nordic rider-pay cost structures without impacting rider retention.
- Piloted a 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 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

Nov 2023 – Jan 2025

Foodora (Delivery Hero Finland Oy)

Helsinki, Finland

- Delivered a **5.7pp** YoY on-time lift via cross-functional work that accelerated delivery and curbed cancellations.
- Built a Looker dashboard 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)

Jan 2022 – Oct 2023

Foodpanda Malaysia (Delivery Hero)

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

Sep 2020 – Dec 2021

Foodpanda Pakistan (Delivery Hero)

Karachi, Pakistan

- Lowered menu-photo rejections **3% WoW** through a feedback loop that educated vendors on requirements.
- Shifted manual vendor timing updates to a self-serve portal, reducing chat support requests by **2%**.

Fleet Solutions Associate

Jul 2019 – May 2020

Careem (An Uber Company)

Karachi, Pakistan

- Launched 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: 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	CERTIFICATIONS
Performance Analytics & Forecasting	Claude · Gemini · Codex	AI Fluency Framework (Anthropic)
Process Improvement	Apps Script	Advanced SQL (HackerRank)
Cross-Functional Collaboration	LANGUAGES	Data Analysis w/ Python (Google)
Vendor & Stakeholder Management	English	
AI-Driven Automation & Product Dev.	Urdu	
	Finnish	