



Zia Uddin Mahmud

Enterprise Transformation & Human Capital Consultant | Group COO | Scaling Businesses through Strategy, CX & Change Leadership | Fortune 500 Exposure | International Operations (Malaysia) | Author | Trainer, Facilitator, Executive Mentor

- **MBA, Leadership & IR (NIBM, Malaysia)**
- **AI & Tech Leadership Graduate- IIT Delhi**
- **Perplexity AI Business Fellowship**
- TOT-IFC (The World Bank Group)
- Certified Professional Learning Facilitator (Mastery)
- Professional Diploma in Mentoring & Coaching
- Certified NPL Practitioner
- ©RISE & ©EXCEL™ Mentoring and Leadership Coach

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Zia Uddin Mahmud brings over **23 years of diversified professional experience across Telecom, RMG, F&B, Education Consulting, Publication, and Technology**. His career includes working with two Fortune 500 multinational companies, along with valuable overseas job exposure in Malaysia, which has shaped his global business perspective and cross-cultural leadership approach.

Currently serving as the **Group Chief Operating Officer of Creative Business Group and CEO & Lead facilitator of the Academy for Technology & Leadership (ATL)**, Zia leads strategic initiatives across operations, human capital development, and technology-driven transformation. He has a proven track record of driving business growth, operational excellence, and building high-performance teams.

He holds an **MBA in Leadership and International Relations from Malaysia**, complemented by his credentials as a Certified Learning Facilitator and a Diploma in Mentoring and Coaching. This combination enables him to deliver structured, impactful, and human-centric learning experiences.

Zia has also completed an AI Leadership program from IIT, equipping him to integrate emerging technologies with modern leadership practices. He is the author of **“Mentor@Backpack”** recognized as the first Bengali book on mentoring, reflecting his thought leadership and commitment to developing mentoring culture in the region.

As the creator of the proprietary **RISE** and **EXCEL** coaching frameworks, he brings practical, structured tools for mentoring, leadership development, and executive presence. His facilitation style is interactive, insight-driven, and aligned with real business challenges.

Bringing together global exposure, academic depth, and proprietary frameworks, Zia delivers high-impact training interventions that drive sustainable individual and organizational growth.

Download his full profile:

<https://leadwithzia.com/about-me>



SIGNATURE PROGRAMS

Leadership - Mentoring - Customer Experience - Influence - Management

Senior Leaders, C-Suite & Board of Directors

Executive
Reflection

Management Reflection Program for Senior Leadership & BOD

- Structured reflection process for examining leadership legacy, strategic decisions, and organizational impact
- Boardroom-ready conversations on governance, culture, and people strategy alignment
- ©EXCEL applied at the executive level — presence, influence, and strategic communication mastery
- Facilitated peer dialogue with senior cohorts for cross-sector perspective and insight
- Leadership identity audit — who you are as a leader vs who your organization needs you to be
- Designed for high-stakes roles: board members, managing directors, group CEOs, and C-suite executives

Individual Leaders, Line Managers & Senior Managers

Leadership

©RISE & ©EXCEL Mentoring and Leadership Program

- Structured mentoring journey from self-awareness to strategic leadership identity
- ©RISE coaching cycle embedded for participant-led goal setting and accountability
- ©EXCEL framework for executive communication, presence, and influence skills
- Real-world leadership challenges used as case studies across industries and functions
- Cohort-based with peer coaching, action pledges, and 30-day application sprints
- Suitable for individual contributors, team leads, and senior managers

Sales Teams, Relationship Managers & After-Sales Professionals

Customer
Experience

Human-Centric Customer Experience for Relationship Management

- Builds empathy-led service culture across frontline and relationship management roles
- Covers the full customer journey — acquisition, trust-building, retention, and recovery
- Communication frameworks for high-stakes conversations and complaint resolution
- Tailored modules for sector-specific service contexts and customer touchpoints
- After-sales service excellence — turning transactions into long-term relationships
- Activity-based with role-plays, real complaint scenarios, and service design tools

Newly Promoted Managers & High-Potential Individual Contributors

Management

First Time Manager with ©RISE & ©EXCEL Leadership Framework

- Designed for the critical transition from individual contributor to people manager
- Covers leadership identity shift, delegation mastery, and difficult conversations
- ©RISE coaching model for building a personal management philosophy from day one
- ©EXCEL pillars applied to communication clarity, feedback culture, and team accountability
- Multi-batch delivery format suitable for large organizations across functions
- Includes 30-day action pledges, peer learning circles, and manager check-ins

Cross-Functional Leaders, Managers & Senior Managers

Influence &
Stakeholders

Influence Without Authority for Stakeholder Management

- Equips leaders to drive outcomes without direct positional power or hierarchy
- Stakeholder mapping, alignment strategies, and persuasion through credibility
- Navigating resistance, building cross-functional trust, and managing up effectively
- Practical tools: influence style assessment, coalition-building, and negotiation maps
- Scenarios drawn from matrix organizations, project teams, and shared-service functions
- Ideal for project managers, business partners, and emerging senior leaders

Mentors, Coaches, People Managers & Organizations Building a Mentoring Culture

Mentoring

Mentoring Matters with ©RISE & ©EXCEL Framework · RISE Mentoring Practitioner

- Builds structured mentoring capability — from one-on-one conversations to organization-wide mentoring programs
- ©RISE framework applied to mentoring conversations: Reflect, Inquire, Strategize, and Execute for meaningful developmental dialogue
- ©EXCEL pillars used to develop mentors' communication style, active listening, and feedback delivery skills
- Covers mentor mindset, boundary-setting, goal alignment, and managing the mentoring relationship over time
- Practical tools: mentoring agreement templates, conversation guides, progress tracking, and milestone check-ins
- Suitable for internal mentoring programs, leadership pipelines, and formal corporate mentoring initiatives

** RISE and EXCEL are the intellectual property of **Zia Uddin Mahmud**. All frameworks, tools, and program designs are proprietary and exclusively delivered under his authorship.



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