

## TANVEER HOSSAIN

Phone: +44 (0)7405292488 | Email: tanveer.hossain.career@gmail.com

LinkedIn: linkedin.com/in/tanveer-h | Portfolio: github.com/thoss003

---

### PROFILE

Innovative and talented individual with experience gained in managing & delivering high quality customer experience, utilising business acumen. Strong organisation, project management and effective multi-tasking skills with demonstrated ability to manage expectations, deliver results, and the necessary drive to enhance organisational reputation through service excellence. Strong verbal communication skills for dealing effectively with all types of personalities. Flexible and open to new ideas and concepts, with basic understanding of Business Computing and tech industries. Quickly learn and master new technology; equally successful in both team and self-directed settings; and proficient in Microsoft office packages.

### KEY SKILLS, ACHIEVEMENTS AND COMPETENCIES

Project and Time Management, Excellent Organisational Skills, Strategic Planning & Development, Problem Solving, Attention to details, Performance Optimization, Root Cause Analysis, IT Service Delivery, Technical Aptitude, Financial and Business Acumen, Business Development, Revenue Growth & Cost Reductions, Good negotiator, Adaptable, Quality Assurance, Working under stressful condition, Continuous Process Improvement, Dependable, Critical Thinking Skills, Relationship Management, Team Leadership, Teamwork, Team player, Effective Communication Skills

### PROFESSIONAL EXPERIENCE

#### **Superdrug Plc | TEAM LEADER | London, UK**

Sep 2015- July 2019

- Managed and organised the shifts by delegating tasks and set deadlines to meet business targets.
- Provided leadership for employee relations through effective communication, training, coaching, and development.

Oversee day-to-day teams' operation and performance with attention to detail.

#### **Mackis | SUPPLY DELIVERY COORDINATOR | Stockholm, Sweden**

Feb 2014- Jul 2015

- Provided quality customer service through positive and professional interaction with customers in person or by phone.
- Worked as part of a team and assisted each other by being on time for the shift.
- Protected the company's assets by maintaining organised, safe, and clean work areas, complying with safety and security standards at all times.
- Accurately processed order paperwork and payment transactions and execute cash management duties.
- Ensured safe, accurate, timely, and efficient deliveries of products to our customers.

#### **Self Employed | BUSINESS OWNER | Silvi Marina, Italy**

Aug 2011- Jan 2014

## QUALIFICATIONS

**BSc (Hons) Business Computing & Entrepreneurship** | First Class Honours

**2017-2020**

*Goldsmiths, University of London*

- Main modules:  
Business in the Digital Era, Perspectives on Capital, Creative and Social Enterprises, Data and the Web (SQL, NoSQL), Software Projects (Lead Project management, Agile methodology), Web Development (HTML, CSS), Object Oriented Programming (Java), Mathematical Modelling for Problem Solving (calculus), Designing Digital Interactions (UIX, UX)
- Chosen options:
  - Deep Learning with Python (Fundamentals of machine learning)
  - Physical computing (Arduino, 3D printing, Laser cutting)
  - Data and Machine Learning for creative practice (Wekinator, Processing)
  - Data Mining (Jupyter Notebook, Python, Keras, Pandas, Matplotlib, Virtual Environments, Scikit-Learn Library, TensorFlow, Anaconda)

Final Software Project - Dissertation:

Extra Storage app, I developed a mobile application that allows users to rent their unused space to the neighbour (React Native, Firebase, GitLab)

**Access to HE Diploma: IT and Product Design** | Distinction

**2016-2017**

*Newham College, London*

**Diploma in aviation: ITAER** | 68%

**2005-2010**

*Istituto Superiore "Baracca", Forlì (Italy)*

## LANGUAGES

English | Fluent

Italian | Native

Bengali | Mother tongue

## INTEREST

Being up to date with new technologies and have particular interest in Politics and International Relations. Watching documentaries in entrepreneur and social studies. Love to travel and experience different cultures. I enjoy playing volleyball, table tennis and have long cycling journeys. I also like to fly my drone and shooting landscapes, I am a drone pilot qualified for A1 & A3 categories.