

## **Abul Kashem Lukman**

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Enthusiastic and reliable sales associate, dedicated to excellent customer service with a smile. Organized, detail-oriented, and experienced in properly handling customer inquiries and transactional customer service while maintaining high professionalism.

### **EXPERIENCE:**

#### **Sales Assistant**

##### **Worldlink Manchester Ltd**

590 Stockport Road, Manchester, United Kingdom, M13 0RQ

- Serving and assisting my customer.
- Dealing with stock and deliveries, ensuring the stock is in the right location.
- Keeping the store clean and presentable at all times.
- Merchandising and point of sale.
- Providing good customer service.
- Coming up with ideas for promoting and offering these to our customers.

### **PERSONAL ABILITIES:**

- Confident enough to approach customers and offer them help, advice and information.
- Having a flexible approach to working evenings and weekends.
- WOWING customers with friendliness.
- Always supporting colleagues no matter how challenging the situation.
- Having a friendly demeanor and being able to create a comfortable atmosphere for customers.
- Always smartly dressed and having high personal hygiene standards.
- Actively maintaining awareness and understanding of current relevant retail products. Handling multiple priorities.
- An excellent communicator with natural people skills. Attention to detail.

## **RETAIL ABILITIES:**

- Assisting customers with queries in a professional, courteous, and friendly manner.
- Possessing an in-depth knowledge of the retail industry.
- Able to work well as part of a team also on my own.
- Acknowledging all customers when they first enter the shop.
- Trained in and capable of participating in emergency procedures i.e. fire drills.
- Able to keep an eye open for any unsafe practices and immediately report them to a manager.

## **EDUCATIONAL DETAILS:**

- January 2023- Staffordshire University MSc. in Computer Science (Software Engineering).
- 2018-2021 North East University Bangladesh B.Sc(Engg.) in Computer Science and Engineering.
- 2014-2017 Madan Mohan Completed H.S.C.

## **SKILLS:**

### **WEB DEVELOPMENT**

**Front End:** Html5, Css3, Tailwind, Bootstrap 5, JavaScript, ECMAScript 6, ReactJS, Redux toolkit

**Back End:** Nodejs, Expressjs, JWT

**Database:** MongoDB, MySQL

**Authentication:** Firebase

**Tools:** VsCode, GitHub, Google Chrome

## **LANGUAGE:**

- English
- Bengali
- Hindi