

Zubair Mahmud

埼玉県川越市大字上戸121番地2(旭荘208号室) • (+81)070-8520-9926 • zubairmahmud.am@gmail.com

Ex-Cadet with 6 years of experience in assisting with and fulfilling organization administrative needs and requirements as the **College Cultural Prefect**. A proven track record of using my excellent personal, communication and organization skills to lead and improve cultural departments, recruit excellent personnel, and improve school department efficiencies. Team player with excellent communication skills, high quality of work, driven and highly self-motivated. Strong negotiating skills and business acumen and able to work independently.

Experience

JANUARY 2024 – PRESENT

Assistant English Language Teacher | Wouse English School | Nerima, Tokyo

- Facilitated English language lessons for classes of 25–30 students, focusing on communication, pronunciation, and cultural exchange.
- By creating and maintaining a positive and responsive learning environment, we raised student retention rates by over 10% to achieve a greater than 90% student retention over a 2-year period.
- Developed and implemented interactive activities that increased student participation rates by 30%.
- Collaborated with Japanese teachers to design lesson plans and adapt materials for varying levels.
- Utilized digital tools such as Word-Wall & Excel to support blended learning and track student progress

JULY 2024 – SEPTEMBER 2024

Retail Salesman | Oakley Store, Luxottica Group S.p.A | Shibuya, Tokyo

- Delivered outstanding **customer service** by greeting customers, offering tailored recommendations and expert product insights, ensuring each guest felt valued and elevating overall satisfaction.
- Managed **cash register operations & POS transactions**, processed transactions accurately, and maintained balanced cash drawers. Optimized **inventory management** and **restocking** while supporting seamless store operations and minimizing discrepancies.
- Enhanced team capability by mentoring new staff and driving successful promotional events, resulting in improved team performance and heightened store traffic during peak retail periods.
- **Surpassed** sales targets through **strategic upselling, compelling product demonstrations, and personalized follow-up**, achieving a **record 33% monthly sales increase** and **boosting repeat business by 25%**.

DECEMBER 2023 – JULY 2024

Receptionist, Restaurant & Parking Staff | Tokyo American Club | Tokyo, Japan

- Welcomed and assisted international members and guests in English and Japanese, ensuring a premium front desk experience, managing guest registrations, inquiries, and facility bookings.
- Provided courteous and efficient restaurant service, taking orders, coordinating with kitchen staff, and ensuring a pleasant dining experience.
- Participated in handling payments, updating member records, and coordinated concierge services to support seamless daily operations.
- Utilized POS, reservation systems, and Microsoft Office to process transactions and maintain organized schedules. Managed the club's lost and found system to ensure prompt resolution of member inquiries.
- Handled parking and bike registrations, payment processing, and shipping arrangements, supporting smooth club operations.
- Collaborated with a multicultural team to uphold the club's elite hospitality standards.

DECEMBER 2021 – FEBRUARY 2022

Officer Cadet | Bangladesh Military Academy | Chattogram, Bangladesh

- Underwent intensive military and academic training as part of a highly selective and competitive program designed to develop future leaders for the Bangladesh Army.
- Engaged in rigorous physical conditioning, leadership exercises, and character-building activities, fostering discipline, resilience, and teamwork in a demanding environment.
- Participated in foundational courses covering military science, tactics, and communication, while also advancing academic skills through modules affiliated with Bangladesh University of Professionals (BUP).

Skills

Communication Skills • Leadership and Teamwork • Customer Service and Interpersonal Skills • Sales and Persuasion • Conflict management • Public speaking • Data analytics • Digital Literacy • Work Ethic and Reliability

Education

SEPTEMBER 2022- PRESENT

Bachelor of Science | Tokyo International University | Ikebukuro, Tokyo

- Majoring in Digital Business and Innovation at the School of Economics in the English Track Programme.

MARCH 2015- DECEMBER 2021

Department of Science | Rangpur Cadet College | Rangpur, Bangladesh

- Graduated in the English Version of the National Education Curriculum finishing high-school graduation equivalent in the USA.

JANUARY 2008 - MARCH 2015

Department of Science | THE MILLENNIUM STARS SCHOOL & COLLEGE | Rangpur, Bangladesh

- Graduated in the English Version of the National Education Curriculum finishing school graduation equivalent in the USA.

Activities & Hobbies

• Literature • Storytelling • Photography • Art • Running & Exercising • Cycling • Travel • Soccer • Cooking

Achievements

- **The Duke Of Edinburgh International Award-2016, Bronze Standard.** Know more -(**Edinburgh Award:** <https://www.dofe.org/do/what/>)
- International Research-Project Award (**Best Presentation**) in 2nd (GSE) **Global Summit On Education-2019**, Organized by **Geist International Foundation** (India Chapter). Know more -(**GEIST_2019:** <https://geistfoundation.org/gse-2019/>)
- (**IPSC**) International English **Public Speaking** Contest-2020, **1st Runner Up** (English Speaking Union,Bangladesh). Know more- (IPSC | ESU : <https://www.thedailystar.net/star-youth/news/english-speaking-union-bangladesh-holds-ipsc-1693615> ; <https://www.esu.org/international-public-speaking-competition/>).
- **BTV English National TV Debate 2019 (Best Debater of 1st Round)**
- **Best Cultural Cadet Of the Batch of 2015.**
- **The Inter-Services Selection Board Exam (Green Card) 2021.** Organized to select candidates for the **Armed Forces** of Bangladesh. Know more: <https://issb-bd.org/page/1/19/>