

MD SHAHIEN KHAN

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SUMMARY

A recent Master of Science (MSc) graduate in Business Management Of Information Technology, with a well-rounded background in Sales & Marketing, Full-Stack Development, and IT Support. Throughout my career, I've developed a strong customer-focused mindset, actively engaging with clients to understand their needs and delivering solutions that drive satisfaction and business growth.

In my previous roles, I've successfully contributed to increasing sales through effective marketing campaigns and exceptional customer service, while also utilizing my technical skills to improve systems and enhance user experiences. My full-stack development experience has allowed me to build seamless applications that align with business goals, and my IT support background ensures smooth technical operations, enhancing team productivity.

Now, I'm eager to bring my combination of technical expertise, sales experience, and customer service skills to a forward-thinking company. I'm committed to growing professionally while contributing positively to the company's success and helping customers achieve their goals.

PROFESSIONAL SKILLS

- Full Stack Web Developer
- Microsoft Office
- Sales
- Communication Skills
- Market Research
- Time Management
- Networking
- Presentation Skills
- Database Management
- Client Relations
- Order Fulfillment
- Account Management
- Computer Literacy
- Professionalism
- Customer Service
- Negotiation Skills
- Marketing
- Relationship Building
- Upselling
- Problem Solving
- Team Collaboration
- Prospecting
- Data Entry
- Cross-Selling
- Market Analysis
- Analytical Skills
- Product Knowledge
- Quality Assurance

WORK EXPERIENCE

Sales Assistant <i>West Ham Stadium Store</i>	Jun 2023 - Oct 2024 <i>Greater London, ENG</i>
<ul style="list-style-type: none">• Greet and assist customers, providing product information and helping them find the right jerseys based on their preferences.• Stay knowledgeable about jersey styles, sizes, materials, and team affiliations to guide customers effectively.• Ensure the store is well-stocked, organize shelves, and assist in inventory management by tracking stock levels and restocking as needed.• Process customer transactions, handle cash or card payments, and issue receipts accurately.• Maintain visually appealing displays, arrange jerseys, and create attractive in-store promotions.• Address customer inquiries, resolve complaints, and ensure a positive shopping experience.• Ensure the store is tidy, organized, and presentable, maintaining a welcoming shopping environment.• Work with colleagues to achieve sales targets and provide excellent customer service.• Assist with online or phone orders, and help customers with size availability or special requests.	
Sales Assistant	Sep 2022 - Feb 2023

- Maintained up-to-date knowledge of store policies regarding payments, returns and exchanges.
- Assisted in the training of new sales staff.
- Analyzed customer feedback to identify areas for improvement.
- Always deliver a friendly service, smiling, greeting, and making eye contact with every customer you meet.
- Working on tills accurately and efficiently to provide a positive customer experience.
- Carry out stock replenishment, ensuring all areas of the store remain tidy.
- Working as an active member of the team, supporting colleagues in all tasks.
- Meeting high standards of display and visual merchandising to ensure the store is well presented. Accurately following planograms.
- Demonstrate good product knowledge to customers on key promotions and offers, maximizing selling opportunities.
- Approaching customers that may require assistance if you are on the shop floor.
- Targeted on having appropriate till point conversations with every customer to add on sales and increase the average transaction value.

Front End Developer Internship**Feb 2021 - Jan 2021***IT CROC**Dhaka, Bangladesh*

- Assist in Web Development: Help develop and maintain user-friendly, responsive web pages using HTML, CSS, and JavaScript.
- Collaborate with Design Team: Work closely with UI/UX designers to implement designs into functional and visually appealing web interfaces.
- Code Optimization: Assist in writing clean, efficient, and maintainable code to enhance website performance and load speed.
- Responsive Design: Ensure web applications are optimized for a variety of devices, including desktops, tablets, and smartphones.
- Testing and Debugging: Support testing efforts, troubleshoot issues, and debug code to ensure smooth functionality across browsers.
- Version Control: Learn and use version control systems like Git to manage code and collaborate effectively with the development team.
- Cross-Functional Collaboration: Work with back-end developers to integrate APIs and ensure seamless data flow between front-end and back-end systems.
- Learning and Development: Continuously learn new front-end technologies and best practices to improve development skills.
- UI/UX Improvement: Contribute to improving the user experience by suggesting design enhancements and implementing user feedback.
- Documentation: Assist in documenting code and processes for future reference and team collaboration.

Sales Supervisor**Feb 2018 - Dec 2020***Offshore Partners Sdn Bhd**Cyberjaya, Malaysia,*

- B2B Sales.
- Oversee a team of sales representatives, ensuring they meet individual and team sales targets.
- Provide training, guidance, and support to new and existing sales team members to enhance their skills and performance.
- Track sales metrics and provide regular reports to management, analyzing trends and performance gaps.
- Build and maintain strong relationships with key clients, ensuring high levels of satisfaction and repeat business.
- Collaborate with management to develop and implement sales strategies, campaigns, and promotions.
- Ensure the sales team is well-informed about product offerings, pricing, and promotions.
- Address customer complaints and resolve issues to ensure customer satisfaction.

Student Ambassador**Feb 2017 - Jan 2018***Limkokwing University of Creative Technology**Cyberjaya, Malaysia*

- Executed campus tours for prospective students and families.
- Managed student ambassador budgets.
- Coordinated and organized student ambassador activities.
- Implemented customer service initiatives for student ambassadors.
- Represented Limkokwing University at various events, seminars, fairs, and tours as a Student Ambassador.
- Actively participated in voluntary events, gaining a deeper understanding of societal responsibilities.
- Took the initiative to lead and represent the Bangladeshi community in Malaysia, fostering a sense of unity and belonging.
- Played a pivotal role in organizing and executing successful events for both the university and the community.
- Addressed various community issues and worked toward finding practical solutions during the tenure.
- Enhanced leadership skills by managing events and team coordination.
- Strengthened the importance of community engagement and problem-solving.
- Fostered positive relationships between the university and the Bangladeshi community in Malaysia, contributing to impactful connections.

MSc: Business Management of Information Technology

University Of Greenwich, Greenwich, London

Sep 2023

BSc: Information Technology

Limkokwing University of Creative Technology, Cyberjaya, Malaysia

Dec 2020

Foundation: Business Management

Limkokwing University of Creative Technology, Cyberjaya, Malaysia

Jan 2018

LANGUAGES

- **English:** Fluent
 - **Bengali:** Native
 - **Hindi:** Fluent
 - **Urdu:** Intermediate
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CERTIFICATIONS

- Front End : HTML, CSS, Tailwind, Bootstrap, JavaScript , React.
- Back End : Firebase, Nodejs, Express.js, MongoDB, MySQL, PHP
- GitHub