

2022




Mushfiqur Rahman

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Mushfiqur Rahman

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CORE HARD SKILLS

- Search Engine Optimization
- Client Management
- Website Management, UI & UX
- Intermediate HTML, CSS, JavaScript, C, C++, Python, SQL
- Adobe Creative Suite software (Photoshop, Illustrator etc.)
- WordPress Frontend – Website Management.
- General Internet / Computer applications (MS Office, etc.)

CORE SOFT SKILL

- Fast Learning & patience
- Friendly, helpful & approachable nature.
- Adoptable & Adjustable
- Curiosity & learning
- Digital Persuasion & Collaboration.
- Time Management & working under pressure.
- Understanding consumer minds

PERSONAL PROJECTS & ACHEIVEMENTS

- **Animal Adoption (Fluffy Cats for Adoption)** – Personal project launched with friend get stray animals get adopted through ikman.lk, Facebook ads & offline connections. I am still running this project. (There are no animal rights law in South Asian countries protecting animals)
- **Shishu Mela KG School** – Volunteered to teach underprivileged kids learn basic computing in Bangladesh. I taught them part time after my school hours & helped school with admin tasks.

EXPERIENCE

External / Internal Service Specialist II

Oct. 2021 – Now

Edward Jones Investments – Financial company - St. Louis, Missouri, United States

Currently working at Edward Jones & responsible for:

- Assisting Branches in setting up ACAT transfers from external firms to Edward Jones
- Provide accurate information on procedures for Asset Transfer between accounts
- Provide solutions to complex scenarios to make it easy for branch and clients to do business with Edward Jones
- Remotely assist branch make crucial time sensitive decisions to avoid trade corrections
- Assist branches in making contributions and distributions on retirement accounts for clients
- Using internal resources to obtain and provide important information such as SSN, account information and other client details
- Providing compliance review in approving large sum of client holdings from multiple accounts internally

Store & Website Associate

May. 2019 – 2021 Aug

Canal Rubber Supply Co. Inc – Manhattan, NY

Worked at Canal Rubber & was responsible for:

- Customer support including handling clients and cash registry duties.
- Updating WordPress website (SEO, HTML, CSS, UI, UX)
- Planning & creating web content and graphics for the official website.
- Updating & Editing images for Company Website
- Occasionally fixing technical equipment (Printers/Routers)

Store Associate

Jul. 2018 – Mar. 2019

Hai Trim & Feathers – Manhattan, NY

I worked as a store associate at Hai Trim & Feathers. I was responsible for:

- Front Desk customer service, fulfilling customer orders & handling day-today in store activities.
- Restocking goods & managing logistics.
- Handling overseas shipping orders.
- Pricing and labeling products.

Volunteer Computer Instructor

Jul. 2015 - Feb. 2018

Shisu Mela KG School – Dhaka, Bangladesh

During the time at the school, I had the opportunity to teach underprivileged kids. I was responsible for:

- Teaching - IT/ Basic Computing
- Graphics designing (School flyers & brochures)
- Administrative tasks & Financial data input

Part-time Individual Graphics Designer

Jul. 2013 - Jul. 2015

SMS Limited Bangladesh | Dhaka, Bangladesh

Worked as a part time Graphics designer. My work included editing pictures, editing logos, creating brochures and flyers for the company. This job got me interested in computers.

EDUCATION**Diploma in Computer Programming | Seneca College**

Aug 2021 – Expected Aug 2023

Introduction to SEO / Google SEO Fundamentals /

May 2022

Advanced Content and social tactics / Optimizing website for Google

*Coursera - 4 Online Certificates***The Bits and Bytes of Computer Networking | Google**

Oct 2020

*Coursera - Online Certificate***HTML5 and CSS Fundamentals | W3CX**

Aug 2020

*Edx - Online Certificate***Technical Support Fundamentals | Google**

July 2020

*Coursera - Online Certificate***GCE Advanced Level (High School) | University of Cambridge**

Aug. 2017

Inbound & Content Marketing | HubSpot Academy

July. 2017

SEO for beginners | Udemy Academy

July. 2017

GCE Ordinary Levels | University of Cambridge

Aug. 2014

Certificate in Google AdSense | E-tech Corner Limited

July. 2013

CHARITY & CAUSES

- Volunteered at Local meal distribution centers.
- Volunteered for Adoption days at Local animal clinic (PetPark)

LINKS & PROFILES

LinkedIn – <https://www.linkedin.com/in/mushfiqu21r/>

Fulffy Cats For Adoption - <https://www.facebook.com/FluffyForAdoption>

30-60-90 Short Term Plan

30 Day – Observe and Learn:

- Learn the business and current events.
- Establish performance goals and expectations with manager.
- Learn company-specific platforms, intranet systems, complete all job training and shadowing opportunities to understand the role better.
- Ensure access and full proficiency on all necessary software programs.
- Cultivate relationships with business partners and various departments.
- Start working on a small project and complete it.

60 Day – Act and Build:

- Complete a big project & implement metrics to measure.
- Take on long-term responsibilities: metrics tracking tools and begin weekly analytics and measurements.
- Get close to clients & build responsible company relationships with them.
- Work with other teams: collaborate with business leaders and partners.
- Get used to routine processes: meetings, metrics, and daily tasks.
- Continuous communication with manager to monitor progress and get feedback.

90 Day – Sustain and push:

- Receive feedback from manager on performance to date and revisit on boarding plan to set long-term goals.
- Complete a project independently & take on bigger responsibilities.
- Continuous learning and growth through managers, peers & extensive outside research
- Be able to juggle all responsibilities.
- Conduct a SWOT analysis to ensure operation efficiency.
- Drawing long-term digital marketing plans & implementing them