NAFIS PROTTOY

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PROFILE

Driven college student with experience in the fields of Information Systems and Accounting. Self-motivated learner, continuously pursuing complementary coursework on topics like coding languages, cybersecurity, and accounting technology. Currently looking to secure a position in an innovative accounting/technology firm.

EDUCATION

Queensborough Community College (Queens, NY)   **July 2020**
CUNY TechWorks Software Development Certificate Program

LaGuardia Community College (Long Island City, NY)   **June 2015**
AS in Accounting

PROFESSIONAL EXPERIENCE

EMPIRE HONDA OF MANHASSET, Manhasset, NY   **August 2021 – Feb 2022**
Automotive Sales Consultant
- Provide exceptional customer service by building rapport, understanding customer needs and selling them accordingly
- Develop product knowledge to showcase dealership's vehicles and explain features and warranties
- Negotiate car prices and trade-in values for customer's vehicle
- Cold call potential customers and build relationship to schedule future appointments
- Selling average of 6-8 cars a month and generating gross profit of average $24000 a month
- Use data-mining software "AutoAlert" to extract information for potential customers
- Input customer information in CRM application "Dealer Socket" to schedule appointments, maintain calendar and appointment reminders
- Communicate with sales managers and finance managers in order to build up a proper deal that is negotiated with the customer.

DUNKIN DONUTS CORPORATION, Long Island City, NY   **August 2012 – May 2021**
Shift Manager
- Supervise a team of 3-4 employees per shift, guaranteeing accurate and efficient customer service to all customers
- Manage the store's cashiers, food and beverage preparation, and compliance to health and hygiene regulations
- Train new employees with diligence, ensuring that all company policies are properly supported and positive team dynamics are promoted

NEW YORK POLICE DEPARTMENT 108 PRECINCT, Long Island City, NY   **June 2015 – Jan 2020**
Volunteer: Auxiliary Police Officer (APO)
- Liaise between the NYPD and the local community, fostering trusting relationships and participating in community service work
- Assist NYPD officers in crime prevention activities and events, patrolling housing developments, residential and commercial areas, houses of worship and subway stations
- Maintain order and traffic control during emergencies, vehicle accidents, fires, parades, festivals, and other special events taking place in the jurisdiction of 108 precinct
- Distribute leaflets within the local community to build awareness about preventing crime in the neighborhood

CONSOLIDATED EDISON INC., New York, NY   **April 2015 – July 2015**
Financial Analyst Intern
- Built detailed reports using Microsoft Excel and meticulously created master file of work orders for reference by analysts and accountants
- Processed work orders using the company software "Power Plant", accurately entering all data and maintaining records of retired accounts
- Updated and edited the cost and depreciation of the company assets two major areas of business: Consolidated Edison Company of New York, Inc. and Orange & Rockland
- Created backup hard copies of each work order and retirement unit accounts and organized them into the record books for future reference
- Developed understanding of FERC and GAAP accounting principles for natural gas pipelines through extensive research and training

SKILLS & TRAININGS

- **Coding Languages:** HTML, CSS, Java Script, C++ (Basic), Python, Java, SQL database
- **Languages:** English, Bengali, Hindi, Urdu (Conversational)
- **Training Certificates:** QuickBooks, Excel, Word, PowerPoint
- **Other skills:** Communication skills, Negotiation skills, Customer Service, Relationship Management
- **Software Application:** CRM software: Dealer Socket, Data-Mining: Auto Alert, Communication: Microsoft Lync, Zoom, Slack, Discord