**Rifatul Islam Majumder**  
Toronto, ON M6J 1N8, Canada  
437-566-9332  
rifatulislam210@gmail.com

**Key Skills**

* **Customer Service**: Skilled in greeting guests, taking orders, and providing personalized recommendations.
* **Food Preparation**: Experienced in food handling and preparation, including shawarma and grill wraps.
* **Time Management**: Strong ability to manage multiple tasks in a fast-paced environment while meeting deadlines.
* **Team Collaboration**: Excellent interpersonal skills, fostering a positive working environment with kitchen and service staff.
* **Sanitation Standards**: Knowledge of health and safety protocols, ensuring cleanliness and food safety.
* **Multi-line Communication**: Proficient in managing inquiries through multiple communication channels.
* **Cash Handling**: Accurate in processing payments and managing cash transactions.

**Professional Experience**

**Customer Service Representative**  
*Pizza Hut, Toronto, ON | 2022 - 2023*

* Delivered exceptional customer service in a high-volume environment, managing takeout and dine-in orders efficiently.
* Engaged with customers to provide menu information and address inquiries, ensuring a positive dining experience.
* Coordinated with kitchen staff to ensure timely food preparation and order fulfillment.
* Maintained cleanliness of service areas and adhered to all health and safety standards.

**Marketing Brand Ambassador**  
*Page 1 Management, Toronto, ON | 2023 - Present*

* Promoted brand awareness and products to customers, engaging them with friendly and professional service.
* Assisted in maintaining product displays and cleanliness of the store, contributing to a welcoming atmosphere.
* Collaborated with team members to implement promotional strategies, driving sales and customer engagement.

**Web and Web Application Developer (Freelance)**  
*Toronto, ON | 2018 – Present*

* Communicated effectively with clients to gather requirements and provide timely updates on project statuses.
* Created and maintained web applications, focusing on user experience and functionality.

**Molder & Cutter**  
*MST Rebar, Toronto, ON | 2023*

* Supervised production processes, ensuring quality control and adherence to operational standards.
* Collaborated with team members to improve efficiency and maintain workplace safety.

**Education**

**Bachelor of Science in Biotechnology**  
*Seneca College, Toronto, ON | Graduation: December 2023*

**Bachelor in Computer Science and Engineering**  
*East West University, Bangladesh | 2021 – 2023*

**Certifications**

* **Workplace Hazardous Materials Information System (WHMIS)**
* **First Aid Certification**  
  *WSIB (ON) | Valid: January 2024 - January 2027*
* **Ontario Security Guard License**  
  *License Number: 50000199 | Expiry Date: March 8, 2026*

**Languages**

* **English**: Native
* **French**: Beginner

**Personal Attributes**

* Strong physical stamina and endurance.
* Reliable and punctual, committed to completing tasks on time.
* Ability to work in a fast-paced environment and adapt to changing demands.
* Excellent teamwork and communication skills.

**References**

Available upon request.