***Md. Rasahedul Islam***

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437-974-5939.

**Related Experience:**

## **Sales Associate**

**Walmart - Scarborough, ON**

**January 2020 to July**

## **Warehouse Associate (Enter data in inventory and logistics software programs**

**AOSOM Canada INC - Toronto, ON**

**August 2020 to Present**

## **Volunteer (Food Handling)**

**Access Alliance Multicultural Health and Community Services**

**July 2020 to Present**

## **Customer Service**

**GENEX Call Centre - Dhaka, Bangladesh**

**January 2018 to November 2019**

***Summary of Skills***

* **Currently pursuing a Software Engineering Technology at Centennial College**
* **Strong knowledge of cash procedures and other financial activities within the service industry**
* **Outstanding interpersonal and communication skills proven through ability to lead a team on a fast-paced environment**
* **Reliable and flexible individual, able to complete all sort of assigned tasks**
* **Great oral and written communication skills; fluent in English, Bangla and Hindi**
* **Proficient in Ms Office, graphic design and website coding. Skilled on data entry**
* **Successfully sells smart planes, credit cards application, and rewards card on the daily basis**
* **Packaged customers purchase in a fashion house.**
* **Resolve customers complaints, guide them and provide relevant information and issue receipts, refund, changes or tickets**
* **Greet customers warmly and try to figure out problem or reason for calling**
* **Knowledge of health and safety standards**
* **Knowledge to properly use and maintain all equipment in station**
* **Having time management skills, multitasking skills and the ability to prioritize tasks with minimal supervision**
* **Proficient in MS office, Flash and HTML.**
* **Strong product knowledge and understanding of customer needs**
* **Maintain clean and tidy checkout areas**
* **Track transactions on balance sheets and reports any discrepancies**
* **Having experience scan goods and ensure pricing is accurate**

**Education:**

**Software Engineering Technology** January 2020 - Present

Centennial College, Toronto, On