**RESUME**

As a person I believe honesty and sincerity. I am motivated and enterprising focused on achievement and commitment to explore anything new and challenging. I like to build and maintain good relationship with people, especially colleagues at work, through my knowledge and skill with the aim of achieving the objectives of the company as well as my own personal goals.

**PERSONAL DETAILS**

**NAME**: Muhammad Khaled Bin Ismail

**ADDRESS:** 2 Florence Ave, Clayton, VIC 3168.

**CONTACT**: 0450924179

[khaled\_ismail75@yahoo.com](mailto:khaled_ismail75@yahoo.com)

**Residential status:** Permanent Resident

**Availability:** 24x7

**Coles Application no.** - **11652956**

**Special Skills and Abilities**

* Sound knowledge in methods of providing top class customer service
* Ability to work separately and inside a team
* Experienced in working under stress and meeting deadlines.
* Excellent communication skills including face to face & walkie talkie.
* Ability to adhere to strict standards and code of conduct including OH&S procedure.
* Multitasking, adapting to different situations and always remaining on track.
* Optimistic, confident, dynamic & friendly as a person.
* Assertive and perspicuous in actions and thoughts.
* Able to set priorities on tasks & shows sense of urgency.
* Responsive & accountable for own jobs.
* Able to think a problem from different dimension to get solution.
* Able to set challenging goal & develop action plan.

**Employment History**

1. **ABD Solutions**, **MELBOURNE**

**March-2014-July2014**

**Position: Telemarketer**

• Worked as an appointment settler for the customers

* Discuss several new mobile usage plans and features with customers.

(2) **AIRLITE GROUP, PERTH**|

**March, 2013 – February, 2014**

**Position: Office Cleaner**

• Cleaned office rooms including small bins, vacuuming floor areas, dusting and wiping office desks, cleaning kitchen sinks etc.   
• Mopped the floors, filled paper towel, toilet paper and soap dispensers  
• Removed trash, emptied waste containers and removed waste from the premises to selected area  
• Cleaned entry door glass inside and exterior  
• Kept janitor’s cabinet in a clean, tidy and arranged condition  
• Damped wipe containers as needed

(3) **Agora Super Shop**| **DHAKA** |**BANGLADESH**

**March, 2009 – December, 2012**

**Position: Sales Executive**

* Communicate with potential customers
* Make liaison with customers.
* Deal in cash counter with customers.
* Acts as a salesman to sell products to customers
* Resolve queries of customers in their respective areas
* Daily reports to be handed over to the sales manager.

**SKILLS:**

Computer Literacy: Operating system, MS –Word, MS-Excel, PowerPoint.

Language Knowledge: Read, Write, Listen and Speak in English and Bengali

**EXTRA CURRICULUM ACTIVITIES:**

1. Games: Cricket, Football
2. Hobbies: Listen to music, Reading Newspaper, Traveling, Watching Movies etc

**REFERENCE:**

Abdullah Al Rumi

Team Member

Coles Sandringham