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| *Rajvin Rashid Tisti* | | | | | | | |
| Address: 9/11 Toward Street, Murrumbeena, VIC-3163 | | | | | | | |
| Contact: 0450968693 | | | | | | | |
| E-mail: [rajvin.rashid@gmail.com](mailto:rajvin.rashid@gmail.com) | | | | | | | |
| **Visa Status:** Permanent Resident | | | | | | | |
|  | | A well-presented, polite, considerate and friendly individual, able to combine a polite manner with pronounced efficiency. I am possessing an ability to identify a customer’s needs promptly and accurately with a history of being able to satisfy the most demanding of shoppers and I am career minded and am currently looking for a unique opportunity to join a company that offers long term progression and stability to the successful candidate. | | | | | |
| Personal Profile | |
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| Area of Expertise | | Customer service  Product Marketing  Retail industry  Communication skill | Working to targets  Processing deliveries  Stock management  Customer needs | | | | Time management  Cash Handling  IT skill  Sales management |
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| Professional Skill | * Able to demonstrate a high standard of customer service. * Able to learn quickly about new offers, promotions, products or services that a store is selling. * Highly organized and able to prioritize tasks. * Having an in depth knowledge of computer systems, software and other machines relevant to being a sales assistant. * Listening to and matching the customer’s needs with products on sale * Having a methodical and accurate approach to work activities. * Having a comprehensive understanding of all Health & Safety issues * Listening to and matching the customer’s needs with products on sale * Can accurately manage all financial transactions. | | | | | | |
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| Academic Qualification | * Certification III in Business Administration   Institute: Box Hill TAFE, Melbourne.   * Bachelor Degree in Electronic and Communication Engineering Institute: Independent University, Bangladesh. | | | | | | |
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| Career Summary | * **Customer Service Team Member (Part time)**   **Coles Supermarket Australia, Melbourne**  **Duties & Responsibilities** | | | June 2014 - Present | | | |
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| * Responsible for not only assisting the customer with the selection of products, but also involved in the day to day product handling, arranging products and the maintaining stock levels that may benefit the store, sales team and customers * Welcoming customers by greeting them; offering them assistance. * Directs customers by escorting them to racks and counters; suggesting items. * Contributes to team effort by accomplishing related results as needed. * Cleaning and tidying sales area in order to maintain a safe working environment. * Responding to customer feedback and passing on any suggestions to senior managers. | | | | | | |
| * **Sales Representative**   **Rang Fashion Retailer**  [**www.rang-bd.com**](http://www.rang-bd.com)  **Duties & Responsibilities** | | | | December 2011 - February 2014 | | |
| Working as part of an enthusiastic team within a commercial, sales driven and fast paced fashion retail environment. Responsible for driving sales, ensuring good customer service, building relationships suppliers, and ensuring the smooth running of the shop floor. | | | | | | |
| * Actively greeting customers and maintaining a level of conversation during their store visit. * Taking decisive action to improve the branch performance. * Dealing with all customer complaints in a professional and courteous manner. * Sourcing major and unique fashion shows and events. * Attending and representing the business at trade shows and external events. * Maintaining superb visual standards within the store. * Promoting specific lines under the guidance of management. * Unpacking and checking all new stock deliveries. | | | | | | |
|  | * **Retail Service Assistant**   **Beximco Fashions Ltd.**  [**www.beximcofashions.com**](http://www.beximcofashions.com)  **Duties & Responsibilities** | | | | | May 2010 – November 2011 | |
|  | Development, maintenance and retention of customer relationship.Informing customers of all the latest products.Accurately updating administrative records.Promoting products and services.Resolving face to face, telephone and email queries quickly and to completion. | | | | | | |
| References | Mr. Ash Rahman (Dry Goods Manager)Coles Forest HillContact: 0430510219 | | | | | | |