**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**: Mohammad Selim Miah

**ADDRESS:** 1/11 Auchterlonie Crescent, Churchill, VIC-3842.

**CONTACT**: 0469214498, [selimcse98@gmail.com](mailto:selimcse98@gmail.com)

**Residential status:** Permanent Resident of Australia

**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. **Coles Morwell, October 2014 to Present**

Position: Team member, coles services

**Duties & Responsibilities:**

* Cleaning
* Trolley collection

1. **Sales Representative**

Century Fashion Retailer, December 2012 - July 2014

**Duties & Responsibilities :**

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.

(3) **Retail Service Assistant**

Beximco Fashions Ltd., May 2011 – November 2012

**Duties & Responsibilities:**

• 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.

**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: Football, Table Tennis
2. Hobbies: Listen to music, Reading Newspaper, Traveling, Watching Movies etc

**REFERENCE:**

Abdullah Al Rumi

Team Member

Coles Sandringham

Contact: 0469252528