|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| *Mohammad Selim Miah* | | | | | |
| Address: Unit-1, 9-11 Auchterlonie Crescent, Churchill, VIC, 3842 | | | | | |
| Contact: 0469214498 | | | | | |
| E-mail: [selimcse98@gmail.com](mailto:selimcse98@gmail.com) | | | | | |
| **Visa Status:** **Permanent Resident**  Applied for Store Cleaners and Trolley Collectors - Morwell and Surrounds  Job no: 576296  Categories: Customer Service, Entry-level Retail | | | | | |
|  | 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 |
|  |
| 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 |
|  |
| 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 * Can accurately manage all financial transactions. | | | | |
|  |
| Academic Qualification | * Bachelor Degree in Computer Science and Engineering Institute: Bangladesh University of Engineering and Technology (BUET). | | | | |
|  |
| Career Summary |
| * **Sales Representative**   **Century Fashion Retailer**  **Duties & Responsibilities** | | December 2012 - July 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.**  **Duties & Responsibilities** | | | May 2011 – November 2012 | |
|  | 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 | MD Abdullah Al Rumy Team member  Grocery  Coles Sandringham  Contact: 0469252528 Mr. Ash Rahman (Dry Goods Manager)Coles Forest HillContact: 0430510219 | | | | |
|  |  | | | | |