

# SHAHAJALAL ISLAM

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## OBJECTIVE

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As a motivated high school student passionate about technology and aspiring to pursue computer science, I'm eager to gain valuable work experience, contribute to a team, and develop my abilities in a professional setting. With a strong work ethic and enthusiasm for learning, I'm dedicated to making a positive impact in any workplace.

## EDUCATION

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**Associate of Science (Dual Enrollment Program)**, Highline College Sep 2022 - Jun 2024  
Computer Science I Java, Introduction to Python, Website Development

**High School Diploma**, Mount Rainier High School Sep 2020 - Jun 2024

## SKILLS

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<b>Technical</b>	Java, Python, HTML, CSS, JS
<b>Industry Knowledge</b>	Microsoft Office (Word, Excel, PowerPoint), Google Workspace, Retail, Sales
<b>Interpersonal Skills</b>	Communication, Teamwork, Leadership, Adaptability, Problem-solving Customer Service, Time Management, Networking, Collaboration, Creativity

## EXPERIENCE

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**Volunteer Technical Assistance** Jun 2023 –  
Mutual Auto Services LLC *SeaTac, WA*

- Implemented digital sign-in sheets and online invoice systems, utilizing digital tools effectively.
- Delivered exceptional customer service, leveraging product knowledge to optimize sales.
- Managed POS registers, ensuring smooth payment processing for card and cash transactions.
- Maintained a clean, organized workshop, contributing to a safe working environment.
- Used problem-solving techniques to address software issues and provided guidance on optimizing the use of digital tools for enhanced efficiency.
- Conducted regular maintenance and updates on technical equipment, including computers, printers, and scanners, to maintain optimal performance. Furthermore, Installed security cameras and enabled remote viewing via an app for enhanced safety measures.

**Retail Associate** Jun 2022 - Dec 2022  
Ross Stores, Inc *Tukwila, WA*

- Provided excellent customer service, ensuring a positive shopping experience.
- Operated cash register efficiently, processing payments and managing exchanges and refunds.
- Communicated effectively with customers, colleagues, and management to address inquiries and resolve issues.
- Managed inventory, restocking shelves, and assisting with inventory control.
- Arranged merchandise displays strategically to boost sales opportunities.
- Maintained a clean and organized store environment to enhance customer satisfaction.

## PROJECTS

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**Personal Portfolio Website.** I developed a personal portfolio website to showcase my upcoming projects, utilizing HTML and fundamental CSS styling. Additionally, I integrated JavaScript functionalities to enable the Contact Me feature, allowing visitors to send messages directly. Furthermore, I incorporated a section on the website where visitors can easily download my resume and effortlessly access my social media profiles simply by clicking on the respective icons of their choice. I used GitHub Pages to broadcast my website for the public to access using the link provided by GitHub. ([Link to the Website](#))