

Reshad Alam

Ann Arbor, MI
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Diligent college student seeking education and work experience. Bringing forth a motivated attitude and a variety of resourceful skills. Able to effectively self-manage during independent projects, as well as collaborate as part of a productive team. Ready and prepared to learn, work, and grow.

EDUCATION

University of Michigan — Ann Arbor, MI

Bachelor's in Cognitive Science

Minor in UX Design

Jan. 2021 - Present

Senior standing, expected graduation Winter 2024.

Washtenaw Community College — Ann Arbor, MI

Associate in General Studies: Math & Natural Science

Jan. 2017 - Aug. 2020

Graduated with Honors.

Associate in Liberal Arts Transfer

Jan. 2017 - May 2019

Graduated with Honors.

Liberal Arts-MTA Certificate

Jan. 2017 - Dec. 2018

Graduated with Honors.

Washtenaw Technical Middle College — Ann Arbor, MI

High School Diploma

Sep. 2016 - May. 2019

EXPERIENCE

Best Buy (Ann Arbor, MI) — Mobile Adviser

Jun. 2023 - Present

- Mobile adviser
 - Activate, upgrade, and create new line for customer

SKILLS

- Adaptable
- Fast Learner
- Communicative
- Multi-Tasker
- Organized

TECHNICAL SKILLS

- Google Drive, Excel, etc.
- Slide Decks
- Video Editing
 - CapCut, DaVinci Resolve, etc.
- Photoshop
- Canva Graphic Design

LANGUAGES

- English (*fluent*)
- Bangla (*native*)

- Help with data transfer
- Screen installs
- Unlock phones
- PC adviser
 - Educate customers about components of a computer
 - Recommend customer PC that best suits their needs
- Home Theater adviser
 - Help customers choose the right television and provide answers to their questions
- Customer Service
 - Help check out customers
 - Do returns, exchanges, warranty replacements, bill payment, and general questions
 - Provide customers a good experience

Kohl's Corporation (Ann Arbor, MI) — OMNI Team

Nov. 2018 - Sep. 2019

- Operated as a sales representative.
- Worked at the registers to complete customer transactions.
- Supported coworkers at the Customer Service desk to resolve any customer complaints and issues.
- Worked as part of a team to fulfill online orders for Kohl's customers.
 - Retrieved set items part of the customer's purchase and packaged the sale in order to distribute to designated postal carriers, or for in-store pickup.

SOS Community Services (Ypsilanti, MI) — Volunteer Worker

Nov. 2017 - June 2018

- Main responsibility involved helping distribute food and supplies to those seeking help visiting the facility.
- Also helped carry donation bags to people's cars— for those that needed physical assistance.
- Occasionally unloaded donation supplies from food trucks and shelved them in the kitchen.