Arfaz Hossain

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ABOUT

I enjoy working in customer service because it allows me to help people and find creative solutions to their problems. While I'm still learning every day, I'm eager to contribute my skills and grow alongside a supportive team. I'm currently a student with valuable experience in collaborative team settings. Outside of work, I love hiking and photography, which helps me stay refreshed and bring a positive attitude to every customer interaction.

EDUCATION

University of Victoria — Victoria, BC
Bachelor of Engineering in Software Engineering — *Sept. 2021 - Present*

EXPERIENCES

Graphics Coordinator — Jan 2023 - Present
Engineering and Computer Science Students Society — *Victoria, BC*

- Created 40+ posters and social media campaigns for engineering events
- Volunteered at 20+ events, enhancing student engagement and participation
- Updated and maintained ECSS website and exam bank accessed by 600+ engineering students

Various Positions: Grocery Clerk, Cashier and Deli Clerk — Apr 2022 - Sept 2022
Save On Foods — *Victoria, BC*

- Oversaw store operations with a team of 10-12 employees which ensured smooth daily workflow
- Handled customer inquiries while collaborated with 3 departments through effective communication channels
- Maintained inventory accuracy, reducing stock shortages by 7% through detailed record-keeping and rotation

Customer Service Representative, Cashier — Sept 2021 - May 2022
Tim Hortons — *Victoria, BC*

- Served 150+ customers daily, ensuring friendly and efficient service
- Managed cash transactions with 100% accuracy while training new staff members
- Prepared and served coffee and food to company standards, ensuring consistent quality

Data Analyst Intern — Jan 2021 - Aug 2021
Moment Touch Properties Ltd. — *Dhaka, Bangladesh*

- Analyzed real estate market data using Excel which improved accuracy of property valuations by 7%
- Developed Python scripts to automate data scraping and bash scripts for cleaning and analysis
- Compiled and presented data reports through automated Excel macros processes

VOLUNTEERING EXPERIENCES

Mentor, Volunteer — January 2023 - Present
University of Victoria Students Society — *Victoria, BC*

- Mentored 5 first-year students, providing academic guidance and fostering a supportive community
- Volunteered 50+ hours to support and enhance the international student experience

Rescue Volunteer — Aug 2019 - May 2021
Bangladesh Animal Welfare Foundation, Obhoyaronno — *Dhaka, Bangladesh*

- Advocated for responsible pet ownership through community outreach, creating 15-20 monthly posters
- Collaborated with teams of 5-7, including volunteers and veterinarians, rescuing 10-15 street animals
- Built and maintained strong relationships with local businesses to support animal welfare initiatives

Magazine and Event Executive — June 2016 - May 2019
Remians Language Club — *Dhaka, Bangladesh*

- Led a team of 150+ members in creating and distributing annual magazines, enhancing club visibility
- Secured sponsorships from 10+ local businesses, raising funds to support club events and activities
- Utilized Adobe Creative Suite to design educational materials for community engagement

CERTIFICATIONS, HONORS AND AWARDS

- **Recipient of University of Victorias International Entrance Scholarship** — 2021 - 2022
- **International English Language Testing System (IELTS), Grade: 8.0/9.0** — 2020