

RAFIZ ISLAM

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WORK EXPERIENCE

META/EOS Logistics

LONDON, UK

IT Logistics - Associate

Feb 2024 - Present

- Operated delivery logistics for more than 200 data-bearing assets per month; conducted regular inspections, ensuring optimal condition upon receipt while maintaining accurate inventory records that improved accountability across teams. Ensuring a 100% inventory accuracy rate.
- Supervised the delivery and return of IT assets, including laptops, phones and desktops, ensuring detailed documentation and thorough data inspection, resulting in a decrease of return discrepancies by 15%.
- Examined and processed returned assets, ensuring assets are prepared for data wiping and re-imaging. Processing over 500 each month and ensuring 100% compliance with data security.
- Maintained and updated inventory records systematically and physically, ensuring accurate allocation, reducing inventory variances by 25% through accurate tracking and bi-weekly audits..
- Processed equipment deployment processes by coordinating the delivery of over 500 devices across the EMEA region, ensuring 98% on-time delivery aligned with client orientation schedules, thereby enhancing operational efficiency.

TK Maxx

LONDON, UK

Team Leader

Sep 2017 - Jan 2024

- Improved customer acquisition by 25%, resulting in a £200,000 increase in sales through the rewards card program.
- Successfully recruited customers into the rewards card program, significantly contributing to sales growth.
- Processing specific decision-making to prioritise customer service and apparel departments during peak hours, maintaining service standards

REED NCFE

LONDON, UK

Database Manager

Feb 2017 - Jul 2017

- Streamlined database maintenance procedures by automating routine tasks through scripting, which decreased downtime by 25% and boosted overall operational efficiency for mission-critical systems handling over 500 terabytes of information.
- Led a comprehensive data governance overhaul that increased compliance with industry standards by 35%, resulting in improved data accuracy and reduced audit findings across multiple departments.
- Operated a database architecture by implementing advanced indexing and query strategies, reducing data retrieval times by 40% and enhancing system responsiveness for over 1 million daily transactions.

PROJECT EXPERIENCE

META/EOS Logistics

LONDON, UK

Subject Matter Expert (SME) in Logistics

Feb 2024 - Present

- Data Wiping Project: Successfully led a data-wiping project, securely processing over 12,000 devices in five weeks, well ahead of the three-month deadline. Resulting in no data breaches since the last deadline.
- Redesigning Logistics Department for META: Designed and implemented operational reforms for Reality Labs' logistics department, increasing efficiency and reducing resolution times from 3-5 working days to 2-3 hours.
- Developed systems to streamline asset return processes, providing end users with clear and efficient procedures.

EDUCATION

Goldsmiths University

LONDON, UK

BSc Computing

Graduation Date: May 2022

SKILLS & INTERESTS

Technical Skills : Time Management, Excel, Windows, Logistics Operations, Project Management, Communication, Tasks Manager, Deploy@, Track@, Analytics, Issue Resolution, System Implementation, Budgeting Leadership, Team working, Organisational Skills, Compliance, Database Systems.