*To whom it may concern,*

*I enclose my CV for your information.*

*As you can see, I have had extensive vacation work experience in big warehouse environments, specially the retail and service industries, giving me varied skills and the ability to work with many different types of people. I believe I could fit easily into your team.*

*I am a conscientious person who works hard and pays attention to detail. I’m flexible, quick to pick up new skills and eager to learn from others. I also have lots of ideas and enthusiasm. I’m keen to work for a company with a great reputation and high profile like Honda.*

*Thank you for taking the time to consider this application and I look forward to hearing from you in the near future.*

*Yours sincerely*

*Shoyaib Hossain*

**Md Shoyaib Hossain**

Based in Birmingham, B33

07459377068 ● shoyaib0088@yahoo.com

# Profile

Highly motivated graduate with a 2:2 honours degree in BSc Computer Networks, who has deliberately honed a carefully constructed skill set underpinned by transparent communication and high integrity. A focused and proactive person who adopts a collaborative and positive approach to all tasks. Key assets are strong attention to detail, and the ability to think strategically, analyse logically and solve problems creatively. Currently looking to secure the chosen position to utilise current skills and knowledge and opportunities for self-development in a fast-paced environment.

# Education

**Birmingham City University, United Kingdom**

**Cisco Certified Network Associate (CCNA) Part - Time**

Financed by Amazon career choice

**University of Wolverhampton, Wolverhampton, United Kingdom**

BSc (Hons) Computer Networks (2:2) **(July,2013)**

Modules: Database Design and Applications, Network Design, Network Security, Emerging Technology and Project and Professionalism.

**Birmingham Management Training College, Birmingham**

**Edexcel BTEC Level 5 HND Diploma in Computing and System development (Merit)**

**(June 2012)**

**Bagerhat Government College, Bagerhat**

Higher Secondary School

Business Studies (4.40, 2006)

**Bagerhat Govt.High School, Bagerhat**

Secondary School Certificate

Business Studies (3.80, 2003)

**Employment History**

**Amazon UK Services Ltd.Coventry-BHX4**

**Lyons Park 9DQ, Sayer Drive, Allesley, Coventry, United Kingdom**

## FC Associate (Problem solver) / Team Lead (on the way of training) BHX4 07-04-2018 – Present

* Ensuring every container has the right amount of items with the correct PO number under the right FBA level.
* Contracting the vendor/supplier if there is any level of defects in order to provide the right feedback to avoid these any issue in future shipments.
* Rising trouble ticket if necessary and send to right area.
* Solves line associates day to day problems using different tools e.g. FC research, edit app, Dr Sku, Move item app, transshipment, io print, predator and others.

## Amazon FC Social Media Ambassador (Part-time)

* Maintaining brand and true reputation of the company
* Response to Newspapers articles and social media sites like Twitter, Facebook regarding the working conditions at Amazon.
* Maintaining and updating Amazon’s social media pages.

**Lidl Great Britain Limited 14-08-2017 to 23-09-2018**

**Olton Boulevard East, Fox Hollies, Birmingham B27 7RR**

## Customer Assistant

* Delivers an excellent customer experience, helping customers choose the right product for their requirements.
* Helping customers to find the products they want.
* Report any issues or problems to the Floor Manager.
* Cash up till and check floats and also compute them in the system.

**Sainsbury's Supermarket Company 16-10-2017 to 09-11-2017**

**30 Mere Green Rd, Sutton Coldfield B75 5BT**

## Customer Assistant

* Helping customers and answering customer queries when needed.
* Handled customer complaints in a diplomatic manner and maintained business standards.
* Demonstrated initiative when working independently and with team members, especially during busier periods.
* Assisting with promotions in and around the store.

**Eat 4 Less UK Limited 06-08-2012 to 28-10-2012**

**257 Hagley Road, Birmingham, West Midlands, B16 9NA**

## Assistant manager

* Assist the store manager in planning and implementing strategies to attract customers.
* Assist the Store Manager in the daily operation of the store and assume responsibility for the store in the absence of the Store Manager.
* Assist the Store Manager in preparing and administering timely and accurate performance appraisals.
* Assists with daily management responsibilities of the store.
* **References upon request**