Maliat Islam

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To whom it may concern:

I have enclosed my resume with the online application. I have graduated from Queens College in Economics. I am highly interested in Academic ASAP Student Advisor (Job ID 17059) role at LaGuardia Community College. My experience as a Supplemental Instruction Leader of Business at Borough of Manhattan Community College and a Crew Member at Dunkin Donuts provides me with invaluable interpersonal skill, organization skill and superb problem-solving skills.

In my current position as a Supplemental Instruction Leader of Business, I have had the opportunity to build rewarding relationships with students pursuing a Business Management degree. Over the years, many students repeatedly attend my sessions each semester to receive help with understanding course content. I always greet them warmly and listen their areas of concern. Therefore, I have a strong understanding of needs and challenges, students are facing from diverse urban backgrounds. Doing this allows me to decide the best method to help them. My job has allowed me to cultivate my verbal and written communication skills as I must find ways to make complex business concepts and case studies accessible to students of varying dispositions and learning abilities. I also have the worked with students from ASAP program.

Working as a Crew Member at a heavily trafficked Dunkin Donuts for two years gives me irreplaceable customer service and sales experience. During my tenure, I provided customers of varying dispositions with unmatched customer service. I also used cross selling techniques to provide them with the most rewarding experience. In addition, I resolved their grievances, coached my crew members, and often processed a lot of orders per hour during my shifts.

My ability to assist students will help me to connect strongly with the students. Please do not hesitate to contact me if you any questions or would like to schedule an interview. I thank you for your consideration and look forward to hearing from you.

Sincerely,

Maliat Islam