

FATHIMA (MIA) SHAJAHAN

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PROFILE

Detail-oriented engineering student with strong organizational, problem-solving, and team collaboration skills. Experienced in customer service and retail operations, with a proven ability to optimize workflows and enhance customer experiences. Eager to apply leadership and time-management abilities in a dynamic retail environment.

SKILLS

- **Customer Service Excellence:** Skilled in addressing customer inquiries, providing personalized assistance, and resolving issues promptly.
- **Retail Operations:** Experience in stocking shelves, setting up promotional displays, and ensuring smooth store operations.
- **POS Systems:** Competent in using POS systems to process transactions and handle cash with accuracy.
- **Inventory Management:** Proficient in tracking inventory, managing stock, and organizing merchandise to maximize sales.
- **Team Collaboration & Independence:** Flexible in both independent and team-based environments, ensuring tasks are completed efficiently.

PROFESSIONAL EXPERIENCE

Retail Associate

EasyBuy Clothing Store – Kerala, India

November 2021 – July 2022 (Part-Time)

- Stocked and organized shelves, ensuring products were easy to find and well-presented to encourage sales.
- Assisted an average of 50+ customers daily with product inquiries, providing information on prices and usage.
- Operated the POS system to process transactions, handle cash, and generate accurate receipts.
- Maintained high standards of cleanliness and merchandising, ensuring a pleasant shopping environment.

Retail Supervisor

BigBasket Supermarket – Kerala, India

August 2022 – January 2023 (Part-Time)

- Managed daily store operations, overseeing inventory and ensuring smooth stock replenishment.
- Trained and guided new staff on customer service best practices, POS operations, and product knowledge.
- Set up promotional displays to attract customer attention and drive sales.
- Processed transactions, balanced cash registers, and ensured accurate reporting at shift's end.

EDUCATION

Bachelor of Software Engineering (BSA)

Seneca College — Toronto, ON | 2024-2028

Diploma in Computer Applications

C-DIT Infotech Computers — Kerala, India | 2023

CERTIFICATIONS

- **Smart Serve Certification** | 2025
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VOLUNTEER EXPERIENCE

Volunteer Sales Assistant

Fundraising Event for Animal Welfare – Kerala, India | July 2023

- Boosted sales of handmade items, raising funds for animal shelters.
- Engaged customers with impactful storytelling to enhance emotional connections.
- Ensured efficient cash handling and organized the sales area.

Food Booth Volunteer

State School Festival – Kerala, India | September 2019

- Assisted in food preparation and customer service during a high-traffic event.
 - Maintained booth cleanliness and managed inventory effectively.
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AVAILABILITY

- Fully available, including nights, weekends, and overnight shifts.
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ADDITIONAL VALUE

- Experienced working with diverse customers, fostering inclusivity and professionalism.
- Physically capable of meeting retail demands, including prolonged standing and lifting.