

# Delowar Hossain

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## EDUCATION

**University of Asia Pacific**  
*Computer Science and Engineering*  
CGPA: 3.97/4.00

Dhaka, BD  
January 2021

## RELEVANT EXPERIENCE

### Marketing Intern

*Louisiana Department of Labor*

Baton Rouge, LA  
May 2021 – July 2021

- Screened 40+ applicants for open positions daily, paying attention to detail and clearly communicating job requirements to potential candidates
- Retrieved unemployment claims, collected confidential customer information, and conducted daily log entries diligently

### Chairman of Advertising/Public Relations

*American Red Cross, Fundraising Committee*

Baton Rouge, LA  
January 2020 – May 2020

- Coordinated and supervised a 6-member committee and maximized committee potential by delegating to members' strengths
- Provided personal outreach to various media outlets which led to first-time coverage from 4 outlets
- Wrote press releases and secured media publicity through radio, paper, and internet sources, positively representing the brand

## RELEVANT PROJECT EXPERIENCE

### Social Media and Digital Marketing, SLU

*Group Project*

Hammond, LA  
January 2021 – May 2021

- Collaborated with 5-person team to develop action plan for addressing marketing strategies for Fortune 500 company
- Researched client needs and created solution-based layout to best suit functionality requirements
- Led project with confidence through organizing team meetings, tracking progress, and providing forum for discussion

## CUSTOMER SERVICE EXPERIENCE

### Server

*Olive Garden*

Hammond, LA  
August 2019 – Present

- Provided excellent customer service to 50+ patrons per shift in a fast-paced, time-intense environment
- Demonstrated keen attention to detail by managing financial transactions totaling up to \$2,000
- Trained 5+ new employees each month on business operations and offer constructive feedback
- Successfully and consistently upsold desserts, appetizers, and special promotions; won upselling contest 4 times

### Assistant Store Manager

*The Body Shop*

Baton Rouge, LA  
August 2018 – December 2019

- Exceeded \$2,500 weekly sales quota by 10% and targeted customer behavior to increase sales
- Handled amounts exceeding \$5,000 daily while maintaining accurate balances and deposits
- Regularly scheduled and supervised duties of 6 employees
- Conducted opening and closing procedures such as product inventory, store cleaning, and accessing multiple security systems
- Exemplified reliability and punctuality by completing all assigned tasks in a timely manner

## HONORS & AWARDS

Taylor Opportunity Program for Students Scholarship Recipient, President's List (3 semesters), Dean's List (3 semesters)

## CAMPUS & COMMUNITY INVOLVEMENT

*Southeastern Marketing Association, Member*

August 2019 – Present

*Habitat for Humanity, Volunteer*

July 2019 – August 2020

*Southeastern Running Club, Member*

July 2018 – January 2019

## SKILLS

**Language:** conversational Spanish, skilled in written Spanish

**Technical:** proficient in Bloomberg Terminal, proficient in Microsoft Office Suite