

SHRABONI PAITYA SHAILY

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Objective: To pursue a challenging career with dedication and maximize my efficiency in a professional organization environment wherever I serve my duties that will discover my potential. Willingness to take on added responsibilities to meet team goals.

SUMMARY OF QUALIFICATIONS:

- Active listener with the ability to multitask in a fast-paced environment
- Reliable and extremely adaptable individual
- Almost one year of hands-on experience as a customer service professional
- Proficient in computer software and applications including Microsoft spreadsheet, Microsoft PowerPoint, Microsoft Outlook, and Microsoft Word
- Excellent multi-tasking skills and team working skills
- Fluent in English, Bengali, and Hindi

EMPLOYMENT HISTORY:

Customer Service Assistant – 7-Eleven

May2022-Aug2022

- Operated a computerized cash register to record transactions accurately and efficiently
- Served food to over 30 people on average per shift resulting in excellent customer service
- Baked, and prepared frozen foods
- Packed customer orders into boxes and bags
- Set up and maintained displays to appeal to the customers
- Fulfilled customer needs and ensured customer satisfaction
- Sanitized the workstation
- Interacted with people, helping them and giving them what they want

Product lister and Inventory Specialist-Festive Essentials

Sep 2022-Dec 2022

- Performed product listings, tracking, and inventory on the website
- Increased access to inventory by supporting merchandise stocking and search efforts
- Worked with other associates to support cashiers and management needs
- Assisted clients in product selection, answered product inquiries, and provided excellent customer service
- Packed jewelry products for customers
- Helped my teammates by making jewelry and organizing to meet team goals

VOLUNTEER EXPERIENCE**Community work at Temple in Detroit, MI**

Aug 2022-Dec 2022

- Cleaned, and organized the sitting area
- Decorated the stage
- Helped in making and serving breakfast and lunch

EDUCATION:**Post-Secondary Diploma in Software Engineering Technician**

Jan 2023-Present

Centennial College, Toronto, ON

Associate Degree in Pre-Engineering

Mar 2022-Dec 2022

Wayne County Community College, MI, USA

Higher Secondary School Certificate in Science Group

Jul 2018-Jan 2021

MC College, Sylhet, Bangladesh

Secondary School Certificate in Science Group

Jan 2010-May 2018

Govt. Agrabami Girls' High School & College, Sylhet, Bangladesh

REFERENCE:

Available upon request