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| PERSONAL INFORMATION | Md. Shahidul Islam |
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|  | Present Address: Crescent Place, East York, M4C5L8, Toronto, ON |
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| Sex: Male | |

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|  | **PROFILE**  Dedicated customer service representative, motivated to keep customer satisfaction and contribute to company success. Enthusiastic customer service sales representative with in-depth knowledge of sales, up selling personable and responsible. Cashier in retail and customer service, solid team player with upbeat, positive attitude.  **OBJECTIVE**  Looking to enter the job market to acquire practical knowledge by participating in the real market scenario.  ACADEMIC QUALIFICATIONS  **Diploma program – Tourism – Service management –Global Tourism Business specialization**  2019-Present  Seneca College – Toronto, Ontario  Anticipated graduation - August,2021  **Higher Secondary Certificate**  2015-2017  **Aptworld International (IELTS and English Language)**  2018 |
|  | KEY SKILLS AND COMPETENCIES   * Well organized * Excellent proficient in English * Committed, ability to meet customer satisfaction * Quick learner * Customer oriented * Positive and friendly * Able to support other team members |

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|  | CAREER HISTORY   |  |  | | --- | --- | | **Pizza Hut** | October 1, 2019 to present   * Recipe pizza maker at make table . * Cutting pizza at cut table. * Taking order from walk in and online customer. * Customer support in call. * Maintain driver to delivery pizza. * Assign drivers for delivery pizza to the customer’s home. * Support team members to work properly with pizza hut standard. | |
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