

# SHAFIUR RAHMAN CHOWDHURY EMON

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## WORK HISTORY

**Rifat & Co. - Shop Foreman**  
01/2017 - 04/2017

- Answered customer questions regarding merchandise and pricing.
- Managed materials inside shop and at job locations.
- Set up station by receiving picking and packing order and gathering packing materials.

**Ornob Orna World Vision - Sales Executive**  
12/2018 - Current

- Enhanced success of advertising strategies by boosting engagement through social media and other digital marketing approaches.
- Led targeted training programs to educate staff on product benefits and service capabilities.

**Hotel Polash International Ltd - Waiter**  
03/2018 - 08/2018

- Kept server areas clean and stocked during service hours to increase efficiency while serving tables.
- Cleaned outdoor eating area and indoor dining room by wiping tables, placing trash in receptacles and restocking napkin dispensers.
- Used correct cleaning, sanitizing and food handling procedures to maintain optimal protections for customers.
- Resolved guest and employee complaints to maintain complete customer satisfaction and workforce effectiveness.

**Fusion Enterprise Group - Call Center Agent**  
07/2017 - 12/2017

- Educated customers on product and service details and information.
- Learned and maintained in-depth understanding of product information, providing knowledgeable responses to diverse questions.

**Agora super shop - Shop Assistant**  
09/2018 - 12/2018

- Managed materials inside shop and at job locations.
- Greeted customers entering store, offering assistance with all requirements.

## SUMMARY

- Innovative Sales Executive with extensive knowledge of food product sales and best-in-class services.
- Multi-tasking professional well-known for successfully turning problematic customer accounts into ongoing, lucrative contracts.
- Experienced in hospitality where I'm very professional with guest and delivers when they need the service
- Team player always like to work in a team where I learn different techniques and implement them in my work.

## SKILLS

- Advertising
- Sale expertise
- Product promotions
- Fluent in english, bengali & hindi
- Customer service
- Greeting and seating guests
- Food assembly

## EDUCATION

**BRITISH BANGLADESH  
INTERNATIONAL SCHOOL &  
COLLEGE**  
2012

**IGCSE:** Bengali, Commerce &  
Accounting(AAC) English  
Language, Economics &  
Mathematics(AAB)

Edexcel