



# Jaki Islam Tanim

Trading Assistant

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## Languages

English

## About

With a robust background at Sainsbury's, I've honed skills in stock management and customer service, thriving in fast-paced retail settings. Skilled in teamwork and problem-solving, my passion lies in elevating the shopping experience in dynamic environments.

### BRANDS WORKED WITH

- IDLC Finance Limited
- Sainsbury's
- Snehasis Mahmud & Co

## Experience



### ● Trading Assistant

Sainsbury's | Nov 2023 - Dec 2023

Job Location: London, UK

- Sorting and replenishing stock efficiently to ensure smooth operations.
- Checking code across various categories such as produce, fresh foods, and dry goods.
- Unloading and managing deliveries, ensuring products are quickly and accurately placed in the correct areas.
- Assisting customers with their queries and providing a high-quality shopping experience



### ● Sales Operations Officer

IDLC Finance Limited | Dec 2019 - Aug 2023

Job Location: Bangladesh

- Initiated aggressive professional sales of IDLC Finance Limited loan products and services.
- Handled inbound customer service calls with cross selling.
- Enhanced sales operations through development of new sales strategies, cold calling techniques and customer follow up.
- Evaluated and organized late payment upon interest in timely fashion.
- Administered and supervised loan settlement security documents for various IDLC Finance Limited clients.
- Managed customer complaints and rectified issues to complete satisfaction by answering several phone calls to direct inquiries.
- Assisted and followed up with customers by providing customer support with a positive attitude after loan disbursement.

### ● Junior Accountant

Snehasis Mahmud & Co | Nov 2018 - Oct 2019

Job Location: Bangladesh Managed daily and monthly entries of cash-books and bankbooks. Generated monthly entries of TDS and VDS Challengans. Updated and reconciled bank files/statements monthly whilst communicating with the banks regarding any discrepancies. Documented 75A of the Income Tax Ordinance for the client's organization. Accurately appraised commercial monthly VAT Return and statement transactions in a timely manner.

## Education & Training

- 2023 - 2025 ● **London South Bank University**  
Master of Science, Accounting and Finance
- 2012 - 2015 ● **Leading University Bangladesh**  
BBA, Accounting
- 2008 - 2010 ● **Bangladesh Education Board**  
Higher School Certificate, Science

