



# Muntasim Shark-er

Second year university student who is readily looking for work

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## Languages

English (Native)

Bengali (Fluent)

## About

Experienced in retail as a Shop Assistant at Tesco with strong customer service and problem-solving skills. Adaptable, efficient, and excellent in communication, I excel in dynamic environments and am adept at addressing inventory challenges and ensuring customer satisfaction.

### BRANDS WORKED WITH



## Experience

### ● Football Steward

LKR | Oct 2023 - Now

- Assisted with crowd control, entry management, and seating arrangements, demonstrating strong organizational skills.
- Communicated effectively with the public and team members to manage any issues or emergencies efficiently.
- Displayed teamwork and collaboration, working closely with other stewards to provide a seamless event experience.

### ● Delivery Driver

RYDE | Sep 2023 - Now

- Executed timely deliveries, demonstrating exceptional time management and organisational skills.
- Provided excellent customer service by communicating effectively with customers, addressing inquiries, and resolving issues promptly.

### ● Delivery Rider

Gopuff delivery | Nov 2022 - Jan 2023

- Executed timely deliveries under pressure, emphasising a strong sense of time management, efficient task completion and skills essential for meeting.
- Demonstrated strong communication skills, ensuring clear and helpful interactions with customers and colleagues, showcasing the ability to convey information accurately and efficiently.



### ● Steward

N5 Security | Jun 2022 - Dec 2022

- Effectively coordinated with a diverse team of stewards, ensuring smooth event execution and demonstrating strong collaborative skills essential for fostering productive partnerships and cohesive teamwork.
- Demonstrated exemplary communication skills in dealing with potential conflicts and disputes, employing diplomacy and de-escalation techniques to ensure a positive concert experience for all attendees.

### ● Tutor

Private | Jul 2020 - Now

- Tailored teaching methods to accommodate diverse learning styles and abilities, ensuring every student could grasp and apply the subject matter effectively.
- Fostered a collaborative learning environment by encouraging student participation, group discussions, and team projects, enhancing students' critical thinking and problem-solving abilities.



### ● Retail Assistant

Tesco | Jun 2019 - Jul 2019

- Demonstrated effective problem-solving abilities, swiftly addressing inventory challenges and customer needs, showcasing a proactive approach beneficial for maintaining smooth operations and ensuring customer satisfaction.

• Cultivated strong communication skills, facilitating positive interactions with customers and colleagues, fostering a collaborative and customer-centric environment essential for successful retail operations.

## Education & Training

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- 2022 - 2026 ● **Queen Mary University of London**  
BSc. Mathematics With Finance and Accounting,
- 2020 - 2022 ● **Beal High School**  
Sixth Form,
- 2015 - 2020 ● **Seven Kings School**  
GCSEs,