



# Shah Rafiul

Customer Service Assistant

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## Languages

English (Native)

Bengali (Basic)

## About

I am a flexible and enthusiastic retail professional with experience in visual merchandising, inventory control, and customer feedback analysis. I thrive in dynamic retail environments and am eager to bring my adaptable skill set to temporary retail roles.

## Experience

### ● Customer service assistant

Boots | Jan 2024 - Jun 2024

Visual Merchandising: Creating and maintaining visually appealing displays that reflect onto the brands.  
Inventory Control: Managing stock levels and ensuring the availability of popular and high-demand products.  
Customer Feedback Analysis: Collecting and analyzing customer feedback to identify areas for improvement and enhance the overall customer experience.



### ● Security Officer

Corps Security | Oct 2021 - Now

As the first point of contact for incoming assets, it is my duty to greet all members of staff & 3rd party suppliers. As a part of my day-to-day duties, I must work closely within a team to ensure the highest level of security protocol is established and maintained by following all procedures for various initiatives that are put in place. Other aspects of my job include:

- Meticulously ensuring compliance with government regulations
- Reporting incidents with high degree accuracy
- Patrolling and securing the area
- Protecting the company's assets
- Communicating any irregularities
- Escalating any incidents up the chain of command where necessary
- Working with the team to continuously improve the security of the premises

### ● Maths Tutor

Academia Tuition Centre | Oct 2019 - Oct 2021

Using use my skills in teamwork and communication to collaborate with other tutors to educate students to a high standard of education. My duties included planning and delivering high quality lessons which allowed me to hone my skills on effective communication as well as helping me thrive in my time and task management. Other duties included:

- Planning lessons based on the schedule of learning
- Deriving lessons for target students based on ability
- Task management

### ● Customer Service Assistant & Chef

Stargrill & Authentic Curry Pot | Jan 2016 - Dec 2019

During this role I had to balance different aspects of the job by being able to serve customers, by taking orders, cooking food, prepping, packing, taking online queries, ensuring correct meals are sent with the correct drivers and performing mathematical administrative tasks.

## Education & Training

2019 - 2021

### ● Queen Mary University of London

Bachelor of Science,