



Shimul Rahman

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210-866 Craigflower Road, Victoria, BC V9A 6V8

PROFESSIONAL SUMMARY

Talented individual well-educated in determining customer needs based on personal features and other customer preference related factors. Offering in-depth knowledge of HVAC system and 5 years of experience in providing excellent customer service.

SKILLS

- Strong interpersonal skills
- Strategic sales knowledge
- Customer relations
- Order management
- Inventory management
- Verbal and written communication
- Multi-tasking
- Microsoft Office Suite

WORK HISTORY

STORE MANAGER

09/2016 to 08/2019

Shell | Victoria, BC

- Oversaw employees and store functions on a day-to day basis
- Analyzed operational expenses and cost of inventory to identify losses and developed strategies for increased profits
- Evaluated suppliers to assess quality, timeliness and compliance of deliveries, maintain tight cost controls and maximize business operational efficiency
- Responded to customer requests for products, services and company information
- Communicated with vendors regarding back order availability, future inventory and special orders
- Utilized various sales techniques to develop relationships with customers and drive sales
- Used company troubleshooting resolution tree to evaluate technical problems while leveraging personal expertise to find appropriate solutions
- Delivered positive results by controlling monthly operations budget and limiting financial discrepancies
- Created work schedules according to sales volume and number of employees

RETAIL STORE SUPERVISOR

08/2014 to 08/2016

Shell Victoria, BC | Victoria, BC

- Compiled customer feedback and recommended service delivery improvements to management
- Oversaw receiving and display of incoming products, meeting planned promotions and seasonal rotation for sales events
- Worked with vendors and manufacturers to bring in effective marketing displays for sales floor and sales windows
- Reviewed store sale numbers, cost of inventory, operational expenses, and

inventory losses

- Composed internal memos and external correspondence for senior management and reviewed all documentation to eliminate errors

EDUCATION

Diploma | Mechanical Engineering Technology Engineering
Camosun College Interurban Campus, Victoria

2016

CERTIFICATIONS

- Class 5 driver's license
- BC- Serving it Right
- HSSE- Emergency Response, Work Safe
- Shell Retail Learning Academy - Food Safety, "Treated like a guest", Loyalty Program