

Md Tanvir Mahmud

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SUMMARY

Dedicated and adaptable international student with diverse part-time experience in retail, logistics, hospitality, and agriculture. Skilled in customer service, store presentation, and point-of-sale systems, with expertise in warehouse operations, RF scanning, pallet jack and forklift use. Certified in Six Sigma Green Belt, retail sales, and trained in WHS, safeguarding, and inclusive practices, demonstrating a commitment to ethics, safety, and inclusivity. Possess strong communication skills, a positive attitude, and a willingness to learn. Eager to contribute to a dynamic team environment while gaining valuable experience. I excel in fast-paced environments and bring practical skills and academic knowledge to deliver impactful results.

WORK EXPERIENCE

Team Member, Coles, Sydney, NSW

April 2025 – Present

- Provide helpful, friendly assistance and responding to queries and ensuring a welcoming store environment.
- Work both independently and as a team to meet daily priorities to the smooth running of store operations.
- Keep aisles, entrances, and customer areas clean, organized, and presentable always.

Team Member, Harrish Farm Markets, Sydney, NSW

October 2024 – January 2025

- Leading to a 15% improvement in team productivity and efficiency, by effectively managing warehouse duties.
- Maintained cleanliness which contributed to customer satisfaction and store efficiency.
- Collaborated with team members to achieve pick-pack targets and ensure accuracy.

Retail Assistant, Salvos Stores, Sydney, NSW

August 2024 - December 2024

- Addressing customer inquiries with a friendly and professional demeanour increases 50% positive feedback.
- Boosted store by creating vibrant displays that attracted and retained customers.
- Contributed to the store's sustainability, supporting the rescue of clothing from landfills with team member.

Harvest and Storage Team Member, Peak Viticulture Tasmania, Hobart, TAS

January 2024 - April 2024

- Ensuring top-notch product quality by implementing advanced selection and storage techniques.
- Cultivated a culture of teamwork and collaboration within a 30+ member team.
- Demonstrated attention to detail, adaptability, and accountability in a dynamic agricultural setting.

EDUCATION

Bachelor of Information and Communication Technology (Cyber Security)

- Torrens University Sydney, Sydney, NSW

CERTIFICATION

Working with Children

May 2025

- Issued by **NSW Government**

Vivid Sydney 2025 Volunteer

Jun 2025

- Issued by **NSW Government**

New Years Eve 2025 Volunteer

February 2025

- Issued by **City of Sydney**

Selling into Industries: Retail and Consumer Products

October 2025

- Issued by **LinkedIn**

SKILLS

Excellent communication skills in English and Hindi

Ability to work efficiently in fast-paced environments

Basic knowledge of food safety and hygiene practices

Customer service skills via previous retail experience

Attention to detail and ability to multitask

Proficient in using point-of-sale (POS) systems

Packaging and supply restocking

Logistics Management

Pallet Jack Operation

- Available to work on Monday to Sunday including morning, night, evenings and public holidays. Immediate availability to start work.