**MD H. ALAM** sayedalam@temple.edu

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EDUCATION: TEMPLE UNIVERSITY, Fox School of Business, Philadelphia, PA

 ***Bachelor of Business Administration, Graduation: May 2021***

 ***Major: Management Information Systems***

 Selected Courses:

 Macroeconomics Information Systems in Organizations

 Data Analytics Marketing Management

 Human Resource & Management Statistics

# ACTIVITIES: General Member, Association for Information Systems, 2020- Present

#  General Member, Bangladesh Student Association, 2019- Present

#  Volunteer, Nottingham Fire Department, November 2016

EXPERIENCE: UBER, Philadelphia, PA August 2017- Present

 **Uber Driver**

* Communicate with customers in a professional manner.
* Customer service through professional interactions with customers.
* Ensure customers are dropped off safely and timely.
* Maintain customer satisfaction.

 ESTEE LAUDER, Bristol, PA November 2016 – September 2019

 **Line Attendant**

* Manage a team of 10-15 assembly line employee, coordinating their production to ensure daily goals are met.
* Coordinated with Assembler, packaging finished merchandise with manufacturer’s standards and deadlines.
* Performed various tasks to switch products on the assembly line to required specification by the manufacturer.

 AMAZON, Langhorne, PA Summer 2019

 **Warehouse Associate**

* Managed inventory within the warehouse by completing physical tasks.
* Structured shipment of trucks and trailers.
* Stack and store merchandise in the appropriate area according to established sequences and procedures.

 CROWNE PLAZA Hotel, Trevose, PA July 2014 - July 2017

 **Host**

* Provided customer service to over 200 guests per day
* Assisted with room service.
* Aided servers in taking orders and bringing out food & Drinks.

 SKILLS & LANGUAGES:

# Microsoft Word, Excel, PowerPoint

* Hindi/Bangla-Fluent, French-basic
* Time Management