

# Shafia Rahman

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## EDUCATION

Temple University – Fox School of Business, Philadelphia, PA

**Bachelor of Business Administration**, Graduation: January 2027

Major: Management Information Systems | Minor: MIS | GPA: 3.44

Community College of Philadelphia, Philadelphia, PA

**Associate of Applied Science**, Computer Information Systems, Graduation: May 2024

## SKILLS

- **Programming Languages:** Visual Basic, SQL
- **Operating Systems:** Windows
- **Databases:** SQL Server, MS Access, Oracle
- **Software:** SQL, Microsoft Office (Excel, Word, Teams), SQLite, VS Code, Python, Zoom

## EXPERIENCE

Burlington Coat Factory, Philadelphia, PA

March 2021 – Present

### Customer Service Supervisor (CSS)

- Achieved rapid promotion from Cashier to Customer Service Leader, Talent Captain, and Customer Service Supervisor within a 5-month period.
- Oversee store operations, including opening and closing procedures, daily task delegation, and team management to ensure efficient workflow.
- Manage store financial processes, including daily deposits and cash reconciliation, while supervising staff to keep ambitious standards of customer service and operational excellence.

Marshalls Distribution Center, Philadelphia, PA

August 2020 – September 2022

### **Warehouse worker**

- Stamped and recorded product information, such as price, size, style, and color
- Attached labels, tickets, and shipping documents to items using various tools

Dunkin' Donuts, Philadelphia, PA

June 2019 – August 2020

### **Crew Member/Cashier**

- Prepared products following recipes and quality standards in a fast-paced environment
- Maintained a clean workstation, stocked supplies, and provided excellent customer service

Rainbow Shops, Philadelphia, PA

September 2019 – January 2020

### **Sales Associate**

- Assisted customers on the sales floor and as a cashier
- Processed purchases, stocked merchandise, and maintained store cleanliness

### **Languages:**

Fluent in English, Bangla, Hindi, and Urdu

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