

# SHAFWAN HOSSAIN

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## PROFILE

A consummate professional driven by unwavering dedication and a proven history of academic excellence and community engagement. I possess a versatile skill set honed through immersive experiences in both scholastic and professional realms. With a profound commitment to excellence, I navigate challenges with ease, leveraging strong communication, leadership, and problem-solving acumen to drive success in any environment. I am resolute in my pursuit of opportunities where I can harness these capabilities to not only contribute meaningfully to a dynamic team but also to elevate the standard of excellence in every endeavor undertaken.

## KEY SKILLS

- Fluent in English, Bangla, and Hindi
- Strong interpersonal and communication skills
- Detail-oriented with excellent multitasking abilities
- Proficient in data entry and inventory management

## EDUCATION

- Bachelor of Science in IT Systems & Security, Georgia Gwinnett College (August 2022 – Present)
- Bachelor of Science in IT Systems & Security, Georgia State University (August 2020 – December 2021)

## WORK EXPERIENCE

### **Publix Pharmacy Technician** (*June 2024 – Present*)

- Entered and processed prescription data accurately into the pharmacy system.
- Assisted in preparing and dispensing medications while ensuring compliance with safety regulations.
- Managed inventory, processed insurance claims, and provided customer service.

### **Starbucks** (*June 2022 – Present*)

- Prepared beverages following Starbucks standards and guidelines.
- Handled customer orders, cash transactions, and store cleanliness.
- Addressed customer concerns to ensure satisfaction.

### **Publix Bakery** (*August 2021 – December 2021*)

- Ensured baked goods met quality standards for taste and appearance.
- Assisted customers with product inquiries and recommendations.
- Worked with the team to fulfill customer orders efficiently.

### **Arby's** (*July 2019 – November 2020*)

- Provided customer service and handled food orders accurately.
- Managed tasks during busy periods to maintain smooth operations.
- Adapted to multiple roles such as drive-thru, cashier, and cleaning.

## REFERENCE

**Available Upon Request.**