

Tariful Islam

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SUMMARY

Customer service professional with over one year of experience assisting customers, answering product questions, resolving concerns, and processing payments. Skilled at understanding customer needs, recommending products, and building repeat customer relationships through attentive service. Brings clear communication, reliability, and attention to detail, along with experience supporting accurate order fulfillment. Seeking a customer service role where I can help customers and contribute to a dependable team.

EDUCATION

Kerr High School | GPA: 3.8

Houston, TX

Honor Student

EXPERIENCE

Ruposi Bangla Grocery & Restaurant

Houston, TX

Customer Service & Sales Representative / Cashier

March 2025 – March 2026

- Answered customer questions, addressed complaints, and recommended products based on individual needs.
- Built repeat customer relationships through friendly service, active listening, and helpful product recommendations.
- Processed cash, credit, and debit card payments using a POS system and balanced cash drawers at the end of each shift.
- Collaborated with team members to support efficient service and maintain a clean, organized checkout area.

USBD LLC

Houston, TX

Warehouse, Inventory & Delivery Associate (Seasonal)

November 2025 – January 2026

- Independently organized and managed approximately \$30,000 in inventory, maintaining accurate stock records.
- Processed 65–75 orders per hour with minimal errors, picking and packing items to match customer requests.
- Verified shipping labels and documentation and inspected products for quality before shipment.
- Received and inspected incoming shipments, documented inventory, and conducted physical counts to reconcile stock levels.
- Coordinated and completed local deliveries to support timely, accurate order fulfillment.

ACADEMIC PROJECTS

National History Project

- Collaborated with a team to create a game for a history project.
- Helped develop game rules and questions to make historical information engaging and easy to understand.

Ocean Pollution Science Project

- Examined how trash pollutes the ocean and its potential effects on marine environments over the next 20 years.
- Presented findings on long-term pollution risks and ways to reduce waste entering the ocean.

VOLUNTEER EXPERIENCE

Houston Food Bank

Houston, TX

- Sorted donated food and checked packaging to help prepare items for distribution.
- Packed food boxes with other volunteers and kept work areas organized.

SKILLS

Technology: POS systems, cash registers, Windows, computer literacy, basic software troubleshooting

Customer Service Skills: Active listening, customer communication, complaint resolution, product recommendations, relationship building, upselling

Operational Skills: Cash handling, payment processing, order fulfillment, inventory management, teamwork, time management

Languages: English and Bengali, fluent

Interests: Fitness, cooking, hiking, photography, music