Shariful Islam

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# Work Experience

**ADMINISTRATOR, OPERATIONS**

Brewers Distributor Ltd. - (April 2022 – September 2023)

* Reported daily operational activities, ongoing verifications and compilation of paperwork while meeting assigned deadlines.
* Maintained accurate records of received shipments and returned goods to brewers, ensuring the correctness of information entered into the system.
* Scheduled various load appointments and provided SAP supports to the floor operational teams for managing outgoing delivery.
* Investigated and completed customers credit requests and participated in daily, weekly and monthly inventory activities.
* Assisted in safety reporting, data entry, KPI tracking, product weight collection, pallet audits and product investigations.
* Provided client and payroll support as well as billing, loading and shipping support to the dispatch department.
* Performed operational and SAP duties for the receiving team to receive all inbound and outbound loads for rebates, cans, and dispositions.

## SAP Operations Clerk

Loblaw Companies Ltd. - (April 2018 – April 2022)

* Verified stocks and counted inventories on a daily basis to make the products order plan and supported different teams to set up the new products.
* Received products following the scheduled loads and moved them to the sales floor for shelving.
* Performed planogramming duties to control inventory and reduction of out-of-stocks.
* Performed the products pricing duties on a daily basis and executed company-directed promotions and programs.

## TECHNICAL SUPPORT ADVISOR

Concentrix Ltd. - (October 2020 – March 2022)

* Troubleshooted iOS, iPadOS, macOS, and all sorts of Apple devices ensuring compliance with both Apple and Concentrix’s policies, procedures, and guidelines.
* Provided customer service by phone calls and emails as well as assisted clients with scheduling appointments and shipping services.
* Probed, analyzed, and diagnosed problems to resolve them while correctly logging cases with accurate notes and educated clients about Apple products as well as AppleCare services and agreements.
* Collaborated with the team and other departments for resolving issues to confirm customer satisfaction, while ensuring the security of confidential information.
* Attended daily, weekly and monthly team meetings to discuss the ongoing issues, recent updates, polices and customer feedback to ensure excellent customer service.

## EXECUTIVE ASSISTANT

i-Space Ltd. - (July 2017 – March 2018)

* Organized and scheduled meetings for the senior management and CEO, managed complex calendars, prepared meeting agendas, recorded meeting minutes, distributed minutes and followed up on action items.
* Provided high-level administrative support to the CEO, such as, handling information requests, maintaining office database and contacts, and performing clerical functions.
* Coordinated executive communications, including taking calls, responding to emails, and interfacing with clients and partners, answering phone calls and emails on behalf of the CEO and made travel arrangements as requested.
* Prepared and edited correspondence, communications, presentations, and other documents for internal and external stakeholders and oversaw office operations, ensuring efficiency and compliance with company policies.

## PROJECT ADMINISTRATIVE ASSISTANT

i-Space Ltd. - (November 2015 – July 2017)

* Assisted project managers with operational planning, monitoring, and implementation of projects and initiatives and provided support with workplan and budget development and adjustment, drafting proposals, contracting, evaluation, and reporting.
* Investigated and verified project expense documents and receipts to process project expenses and assisted project management teams with project progress evaluation and the project finance teams with project financial reports.
* Collected and analyzed data, accurately entered data into relevant databases, and liaised with stakeholders to assist project managers with smooth running of the projects.
* Arranged project related travel and collaborated with vendors and suppliers to ensure timely delivery of project materials.
* Helped HR team with project hiring, including drafting TORs, liaising with the communications team for final editing, screening candidates, arranging written tests, scheduling interviews, checking references and onboarding.

## EVENT COORDINATOR

Event Touch - (May 2012 – August 2015)

* Coordinated and executed corporate events, conferences, and seminars, managing all aspects of event planning from concept to completion.
* Collaborated with clients to understand their event objectives and developed customized event proposals and layout, ensuring client satisfaction and successful event outcomes.
* Negotiated and liaised with vendors, securing cost-effective contracts for catering, venues, equipment, and other event services, following the budget.
* Managed event budgets, tracked expenses, implemented efficient event registration and ticketing systems, utilized social media and digital marketing strategies to promote events, and conducted post-event evaluations.
* Coordinated logistics, including transportation, accommodations, and on-site facilities, ensuring a smooth experience for both clients and attendees.
* Attended weekly meetings, maintained team communications, and helped HR team for temporary hiring for the events.

# Education

## MASTER OF ARTS | 2010 – 2011 | JAHANGIRNAGAR UNIVERSITY

* Assessed educational credential from Comparative Education Service (CES) at the University of Toronto (School of Continuing Studies).

# Technical Skills

* Developed strong knowledge of word processors, spreadsheets, and presentation software, such as Microsoft Word, Excel, SharePoint, PowerPoint, and Planner through coursework and job experience.
* Developed strong knowledge of iOS, iPadOS, macOS, and Windows gained through job experience.
* Developed strong command on email services (Microsoft Outlook, Gmail, Yahoo) and video-conferencing software (Zoom, WebEx, Skype, Adobe Connect, Microsoft Teams) and SAP software (ERP, EWM) through workshops and job experience.