

# ZAIN MOSHIUR RAHMAN

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## SUMMARY OF QUALIFICATIONS

- Over three years of experience working closely with the management team in successfully launching and overseeing multiple ecommerce projects
- Final year MEC student with background in Business Administration, Accounting and Information Technology Management with related work experience
- Highly motivated, productive and conscientious team player with strong communication, interpersonal, organizational, time management, analytical and problem-solving skills
- Proficiency in communicating effectively with clients to understand their requirements as well as collaborating with team members to ensure quality in project deliverables

## EDUCATION

- Master of Electronic Commerce** Sep 2017 – Apr 2019  
Dalhousie University, Halifax, Nova Scotia
- Bachelor of Commerce in Business Technology Management** Sep 2013 – Apr 2015  
Ryerson University, Toronto, Ontario
- Advanced Diploma in Business Administration - Accounting** Jan 2011 – Apr 2013  
George Brown College, Toronto, Ontario

## EXPERIENCE

- Teaching Assistant** Jan 2019 – Aug 19  
Dalhousie University, Halifax, Nova Scotia
- Created and taught lab modules on Web-Centric Computing to Computer Science students
  - Designed lab exercises for students to understand course materials in preparation for assignments
  - Assisted lecturer in marking course projects and assignments
- Technology Consultant** Apr 2018– Dec 2018  
Nova Scotia Hearing and Speech Centres, Halifax, Nova Scotia
- Assisted with developing strategies in implementing new Electronic Medical Records system
  - Developed electronic spreadsheet templates for maintaining internal databases
  - Created various financial statements using Microsoft Dynamics Great Plains
- E-commerce Consultant** Oct 2015– Aug 2017  
Fortuna Bangladesh, Dhaka, Bangladesh
- Prepared strategic marketing plan and road-map for business development
  - Developed and executed innovative marketing plans to establish a growing online brand
  - Identified market position & target clients, created sales forecast and implemented sales strategies
- Customer Service Representative** Oct 2013 – Sep 2015  
Brookfield HarbourSide, Toronto, Ontario
- Demonstrated excellent communication skills by greeting guests, answering to telephone inquiries and solved problems on numerous occasions
  - Provided feedback to the management regarding different problem areas and recommended system enhancements for higher customer satisfaction

*References are available upon request.*