

Sabbir Hossain

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Objective: To secure a **Full Time Position** where I may develop my skills and experiences.

Summary of Qualifications

- Acquired leadership, critical thinking, punctuality, communication skills, teamwork, problem solving, and public speaking skills
- Previous experience performing customer service duties including food service, promotional marketing, project management and fundraising
- Proven ability to lift over 30 pounds on a consistent basis
- Certified in Quality Improvement by Institute for Healthcare Improvement, WHMIS, AODA, EHS by Ryerson University, Standard First Aid CPR/AED Level C as of October 2017 by the Canadian Red Cross, and full G Class license holder
- Skilled in computer usage, R programming, Basic SQL, ARENA simulation software, Matlab, AutoCAD Solidworks, MS Access, MS Project, Visio, Excel, PowerPoint and Word processing
- Fluent in English and Bengali

Experience:

2018-Present Oxford Learning Centre Junior Consultant

- Studied current KPI and completed surveying, interviewing, job shadowing, facility layout, time studies of employees
- Assessed and analyzed the performance gap in business workflow processes and stakeholder ownership levels to develop solutions
- Outlined problem areas of employee and customer communication, employee turnover rate, and productivity
- Recommended solutions to increase efficiency, admin workflow up to 50%, for better organization, and eliminated a safety hazard
- Presented change management findings and implementation plan for continuous improvement to franchise service operations team

2017-Present Gemalto Canada Capstone Design Project Member

- Analyzed non-value-added processes and wastes contributing to the following areas, material ordering, equipment procurement, bottlenecks, human resource acquisitions and training
- Led and managed surveying initiatives, interviews, process mapping, job shadowing employees of various levels of management and time studies of manufacturing processes
- Discovered inadequate training standards, lacking sufficient tools to identify preventative maintenance scheduling and issues communicating priorities resulting to at least \$63,700 in operational losses

- Designed procedures and trained employees to complete maintenance logs to identify root causes of machine idle and downtime
- Proposed investment in hardware and software to monitor and record machine status, production output, and duration of machine down/idle time for future analysis

2016-2017 Harcourts Ltd. Ergonomics & Design Improvement Project Member

- Visited the garments factory site every week, observed workers daily duties, took measurements using video and pictures, surveyed workers by questionnaire, checklists, interviews, recorded environment noise, light and sound levels to identify problem areas
- Made recommendations to improve process flow, facility layout, worker posture, workstation redesign, quality of garments, procedures, performance, employee wellbeing, job demand, noise, light, and sound pollution
- Modeled workstation and worker posture and studied ergonomic loads and strains using RULA, JACK, and 4D WATBAK software
- Submitted and presented findings to the company, resulting in immediate cost savings of \$4,282 and lowered absenteeism reduction percentage by 58%

2016-2017
Ryerson University Facilities Management and Development Promotional Lead

- Informed Ryerson community members about services offered by the department and the procedure to notify the department about an issue of concern on campus
- Trained and advised new promotional team members regarding payroll, marketing approach, and the delivery of their advertising pitch
- Offered general information and gave directions to community members regarding Ryerson University services and layout
- Assembled booth, signage, display, information cards and other promotional materials

2015-2017 Ryerson University Annual Fund Alumni Office Tele Fundraiser (Caller)

- Updated Ryerson University alumni information on file, such as mailing address, phone number, email address, and employment details via phone
- Informed alumni about upcoming events, alumni benefits and discounts program, program specific fundraising campaign
- Raised funding for student awards, scholarships, and different departments
- Built rapport with alumni for a continued positive relationship with Ryerson University after graduating
- Wrote personalized thank you cards to alumni, that have donated to a specific fundraising campaign causes or programs

Education:

2008-2012 Danforth Collegiate and Technical Institute O.S.S.D. Achieved

2013-2018 Ryerson University Graduation Set
Bachelor of Industrial Engineering June 2018

References:

References available on request

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References:

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