

MOHIYAN MAHMUD

San Francisco Bay Area, CA | mohiyanmahmud@gmail.com | linkedin.com/in/mohiyanmahmud

PROFESSIONAL SUMMARY

Customer-focused MIS student with 4+ years of retail, sales, leadership, and client service experience in fast-paced environments. Proven ability to put customers first, build trusted relationships, handle cash accurately, resolve issues, and educate customers on products and services. Experienced in high-volume operations, following policies and procedures, and delivering attentive, welcoming experiences.

CORE SKILLS

Client & Customer Experience | Trusted Relationship Building | Cash Handling & Accuracy | Customer Issue Resolution | Needs Discovery | Product & Service Education | Consultative Sales | Attention to Detail | Retail Operations | Policies & Procedures | Team Collaboration | Technology Adaptability | Microsoft Office & Excel | English (Fluent) | Bengali (Fluent) | Spanish (Conversational)

PROFESSIONAL EXPERIENCE

Five Guys Enterprises - Shift Manager | Dublin, CA | Jan 2024 - Present

- Lead daily operations for a high-volume location generating approximately \$40,000-\$50,000 in weekly sales, delivering attentive customer service during peak periods and resolving concerns to support satisfaction and repeat business.
- Perform cash handling, opening and closing procedures, inventory management, and shift operations with accuracy and accountability while following quality, food safety, and operational procedures.
- Supervise and coach 4-9 team members per shift and train 3+ new employees monthly on customer service, communication, standards, and procedures.
- Track sales, inspection results, and customer-service metrics in Excel to support consistent execution at one of the Bay Area's top-performing locations.
- Balance staffing, inventory, labor, and operational priorities while maintaining efficiency without compromising customer experience.

Cook's Seafood Restaurant & Market - Assistant Manager / Shift Manager | Jul 2025 - Present

- Deliver consultative, customer-facing service by identifying guest preferences, recommending menu and market items, and building relationships that encourage returning customers.
- Support shift operations and customer issue resolution while maintaining a welcoming, knowledgeable, and sales-oriented guest experience.
- Create promotional and marketing materials, including menus and sales-support assets, using AI-assisted tools to improve product presentation and support higher sales.

California State University, East Bay - Student Ambassador | Jan 2026 - May 2026

- Engaged prospective students and families during tours, outreach events, and recruitment initiatives; listened to individual questions and priorities and educated visitors on programs and resources.
- Delivered presentations and collaborated with faculty and staff to create a welcoming, professional experience and help visitors make informed decisions.

Super Fabrics Limited - Sales Executive | Jun 2021 - Dec 2022

- Built relationships with business clients through discovery questions, needs assessment, product education, and tailored recommendations.
- Addressed price objections and supported pricing and order planning while coordinating fulfillment and follow-up to deliver a positive end-to-end customer experience.
- Tracked sales KPIs and prepared Excel-based reports and performance summaries to support planning and management decisions.
- Used value-based selling and pricing negotiation on high-volume B2B orders, frequently maintaining pricing around \$0.65/GSM versus a \$0.40/GSM baseline and contributing to comparable bulk-order revenue of approximately \$48,750 versus \$30,000.

EDUCATION

San Jose State University

B.S. Business Administration, Management Information Systems (MIS) | GPA: 3.8 | Expected Fall 2027

California State University, East Bay | Business Analytics (Transferred)