



AHMAD SAMEER QAHER

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Objective

Dynamic and results-driven professional with extensive experience at South Central Towing, excelling in vehicle inspection and roadside assistance. Proven ability in customer service and conflict resolution, consistently recognized for exceeding performance targets. Adept at technical troubleshooting and ensuring safety compliance, delivering exceptional service under pressure.

Skills

- Vehicle inspection and roadside assistance
- Technical troubleshooting
- Customer service and conflict resolution
- Time management and safety compliance
- Problem solving and de-escalation techniques
- Data entry and collection
- Payment processing and teller training

Experience

South Central Towing Scarborough, ON Towing Operator 01/2022 - 09/2024	<ul style="list-style-type: none">• Inspected vehicle damage pre-loading and post-unloading at destination sites.• Operated tow trucks in compliance with all applicable laws to minimize liability exposure.• Assisted mechanics with heavy-duty repairs when necessary, ensuring timely completion of tasks.• Drove long distances to recover stranded vehicles or deliver them back home efficiently.• Provided roadside assistance services such as jump starts and tire changes.• Utilized flatbeds, wheel lifts, and wreckers for effective vehicle transportation.• Monitored traffic conditions around towed vehicles to uphold safe driving standards.• Adhered to established accident reporting policies meticulously.
Centennial College Reception 08/2021 - 11/2021	<ul style="list-style-type: none">• Handled inbound calls and outbound follow ups to inquiries/update requests.• Provided physical assistance with soccer field maintenance.• Assisted with administrative duties: filling, filing and forwarding documents.• Helped guide students to their requested locations.• Maintained inventory
Second Closet Operations Specialist 07/2019 - 02/2020	<ul style="list-style-type: none">• Handled the labor end of a tech enabled logistics/storage company which included, but isn't limited to, doing a 100 percent coverage wrap with blankets, picking up, packing the truck, and returning customer belongings.• Communicated with all appointments throughout the day.• Trained new workers on a daily basis on the routines and acceptance of the company guidelines.• Received multiple recognitions from customers/stagers which lead to being requested for future appointments.• Handled a 26 foot truck consistently through the streets of downtown in all weather/conditions.
Private Movers Company Supervisor/Contract Support 08/2016 - 07/2018	<ul style="list-style-type: none">• Providing exceptional service in order to build clientele and expand.• Educating the clients for the contract designed to meet their needs.• Explaining policies and problem solving at work sights plus ensuring deliverables exceed client expectations.• Supervision of workers on work sight and ensuring timely completion of tasks.• Ability to work independently, in a team setting and under pressure to meet critical deadlines.• Supervising employees to work safely with proper procedures to avoid on work injuries.
TCR (Total Credit Recovery) Trace Officer/Call Center Representative 11/2013 - 02/2015	<ul style="list-style-type: none">• Handling inbound & outbound calling with highest professionalism.• Working with confidential and private documents of clients such as credit bureau scores.• Careful interaction with clients to avoid violations of privacy and following detailed procedures.• Continuously praised and recognized for the ability to close the most cases with exceeding targets.• Ability to work in a highly pressured environment with a high turnover rate resulting in fast promotion.
GTA Canada Flood Services Assistant Manager/Demolisher 06/2013 - 09/2013	<ul style="list-style-type: none">• Assisted with demolishing tasks and using specific techniques to avoid property damage.• Work as a Team Leader to lead in problem solving and reinforcing procedure requirements.• Scheduled timely pickups and drop offs and communicated with Management as well as clients in the process.• Handled extra duties responsibly such as purchasing equipment and delivering to different job sights.• Following Health & Safety guidelines to work efficiently.

Education

Centennial College Scarborough, None
Ontario College Advanced Diploma
George Brown College Toronto, ON
Programming Analyst
Completion of certain beginner courses in Computer Programming
George S. Henry Academy Scarborough, ON
High School Diploma
04/2010
Completion of certain beginner courses in Computer Programming

Hobbies and Interests

- Exercising
- Self-learning technological upgrades
- Reading & social interactions

References

- Paula Arce, Supervisor, Athletic and Recreation Center, 647-989-2723
- Alex, Owner, Private Movers Company, 647-321-3640

Volunteer Experience

Certified in 40 hours completion at George S, Henry Academy High School with assisting in extracurricular duties inclusive of helping with setting up talent shows, selling tickets, setting up fundraisers for a cause, supporting sports events etc.

Certifications

- Towing License
- Taxi License
- Restricted and Non-Restricted Fire-Arm License

Languages

English:	Pashto:
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Full Professional	Native/ Bilingual
Farsi:	Urdu:
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Native/ Bilingual	Full Professional
Punjabi:	
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Limited	

References

References available upon request.