

Amin Tehrani

T: 604-721-7390
E: aminhtehrani@gmail.com

HIGHLIGHTS OF QUALIFICATION

- Strive for precision and quality in all aspects of work
- Worked in time sensitive environment, assisting customers in chat within time constraints
- Assisted two customers over chat at a time, prioritizing time spent with each individual based on various factors
- Type at speeds 50+ words per minute
- Quick learner, technically savvy as demonstrated from previous role
- World Host Customer Service certificate
- First Aid certification
- Valid BC driver's licence
- Fluent in English and Farsi

RELEVANT WORK AND VOLUNTEER EXPERIENCE

Shaw Cable, Vancouver, Canada

Sept 2017 - January 2022

eCare Technical Service Representative

- Troubleshooting different types of hardware such as digital cable boxes, modems, routers, computers
- Documented resolutions and issues
- Connected remotely to customers computers to configure email, modem settings, help with login issues
- Working with a team to come up with best solutions for different situations

Edible Garden Project, North Vancouver, Canada

June - Sept 2016

Volunteer

- Gardened with a group of volunteers
- Responsible for watering the garden

Aerus Electrolux, Vancouver, Canada

Feb 2009 - 2017

Data Entry Clerk

- Responsible for entering vacuum sales, payment methods and inventory into the database
- Troubleshooting daily complications with the company's computer systems

Marketing

- Used Google Adwords to advertise the company's services online

Acculogix Distribution Services, North Vancouver, Canada

Sept - Dec 2015

Book Merchandiser

- Used a planogram, organized and stocked shelves with merchandise at Walmart and Superstore

EDUCATION

Retail Connection Program Completion Certificate

May 2017

North Shore Multicultural Society, North Vancouver, Canada

Software Engineering Technician Diploma

Centennial College, Toronto, Canada

January 2022- Present

Amin Tehrani

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Arts and Sciences

Capilano University, North Vancouver, Canada

Jan 2013 - Dec 2015

A+ Certificate

Pearson VUE, New Westminster, Canada

2014

INTERESTS

- Technology, Programming, Electronics, Basketball