

Arash Kheirollahi

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September 25, 2025

To Whom It May Concern,
Ministry of the Attorney General

Re: Job ID 234492 – Court Services Officer

I am writing to express my strong interest in the Court Services Officer position (Job ID 234492) with the Ministry of the Attorney General. With proven experience in customer service, administrative support, and handling confidential records, I bring the professionalism, tact, and organizational skills required to contribute effectively in a courtroom environment.

In my role as a Management Assistant at Physio Health Care Clinic, I managed patient intake, scheduling, and billing for a high-volume office while safeguarding sensitive records in compliance with privacy standards. This experience taught me to balance accuracy, discretion, and respectful service in a fast-paced setting. Previously, in client-facing roles with EzWeb and Beman Branding Agency, I worked with diverse groups—including government representatives—to resolve issues, maintain detailed records, and support team operations. These positions strengthened my ability to communicate clearly, adapt under pressure, and maintain decorum in sensitive situations.

I am particularly drawn to this role because it aligns with my strengths in organization, problem-solving, and collaboration. I am confident that my ability to manage competing priorities, uphold confidentiality, and support judicial officials with professionalism would allow me to contribute positively to the Ministry's commitment to service excellence.

I welcome the opportunity to further discuss how my background and skills match the requirements of this role. I can be reached at 416-627-9876 or arashkhe@gmail.com. Thank you for your time and consideration.

Sincerely,

Arash Kheirollahi

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Summary of Qualifications

Detail-oriented and professional candidate with strong experience in customer service, clerical support, and managing confidential records. Skilled in maintaining order and decorum in fast-paced environments, preparing accurate documentation, and supporting officials with discretion. Recognized for excellent communication, tact, and problem-solving, with proven ability to uphold organizational policies and ensure fairness in sensitive situations.

Core Skills

- Courtroom Readiness • Maintaining Decorum • Exhibit Handling • Judicial Support
- Customer Service • Administrative Support • Scheduling & Records Management
- Confidentiality & Discretion • Analytical & Problem-Solving • Time Management
- Oral & Written Communication • Conflict Resolution • Tact & Diplomacy
- Team Collaboration • Multi-tasking in High-Pressure Environments
- Computer Proficiency: MS Office Suite, Outlook, Electronic Scheduling Systems
- Languages: English (fluent), Persian (fluent)

Experience

Management Assistant – Physio Health Care Clinic

Toronto, ON

Jan 2025 – Jul 2025

- Managed patient intake, scheduling, and billing at a busy front desk serving diverse clientele.
- Processed confidential health records and insurance forms in compliance with privacy policies.
- Delivered courteous and professional service to patients, applying tact and diplomacy in sensitive situations.
- Supported the clinic manager with daily administrative tasks, ensuring accuracy and efficiency under tight time-lines.

Front-End Developer / Client Support – EzWeb

Tehran, Iran

Nov 2023 – Nov 2024

- Worked directly with clients, including government and corporate representatives, to troubleshoot issues and train users on system functionality.
- Attended client meetings and provided solutions, demonstrating strong oral communication and problem-solving skills.
- Created and maintained accurate documentation to support consistent procedures and reduce support delays.
- Exercised discretion when handling client data and sensitive project information.

Support Assistant – Beman Branding Agency

Tehran, Iran

Nov 2022 – Nov 2023

- Responded to client requests and resolved inquiries promptly and professionally, maintaining service quality.
- Assisted with accessibility improvements and clerical tasks, ensuring records were accurate and well-organized.
- Strengthened customer satisfaction through respectful communication and consistent follow-up.

Education

Seneca Polytechnic

Toronto, ON

Diploma in Computer Programming (In Progress)

Jan 2025 – Apr 2026 (Expected)

Tehran Azad University

Tehran, Iran

Bachelor of Computer Engineering

Sep 2020 – Nov 2024