

Arash Kheirollahi

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Summary

Reliable and client-focused candidate with a strong background in customer support and administrative assistance. Skilled in problem-solving, effective communication, and managing customer relations across in-person, phone, and digital platforms. Eager to contribute to a fast-paced financial environment with professionalism, empathy, and efficiency.

Experience

Customer Support Assistant – Physio Health Care Clinic

Toronto, ON

Jan 2025 – Jul 2025

- Managed front-desk operations, including greeting clients, scheduling appointments, and processing payments.
- Responded to inquiries via phone and in person with empathy and professionalism.
- Maintained confidentiality in handling insurance documents and patient records.

Customer Support – EzWeb (Web Development Agency)

Tehran, Iran

Nov 2023 – Nov 2024

- Provided technical and account support for clients through digital ticketing and phone systems.
- Created help guides to assist clients with account usage and website tools.
- Resolved customer concerns by collaborating with developers and internal teams.

Support Assistant – Beman Branding Agency

Tehran, Iran

Nov 2022 – Nov 2023

- Supported clients in navigating product and service offerings.
- Followed up on service delivery, ensuring satisfaction and clear communication.
- Handled multi-channel communication, including email and social media inquiries.

Skills

- Strong verbal and written communication
- Client service and problem resolution
- Multitasking in fast-paced environments
- Microsoft Office Suite, CRM tools, basic POS systems
- Languages: English, Farsi

Education

Diploma in Computer Programming (In Progress)

Seneca Polytechnic, Toronto, ON

Jan 2025 – Apr 2026

Bachelor of Computer Engineering

Azad University, Tehran, Iran

Sep 2020 – Nov 2024