

Arash Kheirollahi

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August 7, 2025

Hiring Committee

Seneca Student Federation

Seneca Polytechnic

Toronto, ON

Re: Application for Member Services Staff – Fall 2025 (Part-Time)

Dear Hiring Committee,

I'm writing to express my interest in the **Member Services Staff** position at Seneca Student Federation. As a current full-time student in the Computer Programming program at Seneca, and someone who values student engagement and support, I see this role as a meaningful opportunity to contribute to our community while strengthening my own skills in communication and service.

Through my past work experiences — including a front-desk role at a physiotherapy clinic and freelance web development — I've developed strong interpersonal, administrative, and problem-solving abilities. Whether supporting patients with scheduling and insurance paperwork, or walking clients through technical details in a project, I've learned the importance of clear communication, patience, and adaptability.

I'm particularly excited by the opportunity to help other students navigate services like the Health and Dental Plan and the Shuttle Bus Service. I'm comfortable using platforms like Zoom, Teams, and live chat tools, and I'm confident in my ability to provide helpful, respectful, and accurate support to diverse individuals.

I'm enthusiastic about working with the SSF team and contributing to a welcoming, inclusive atmosphere on campus. Thank you for considering my application. I'd love the chance to further discuss how I can support students and the goals of the Member Services department.

Sincerely,

Arash Kheirollahi

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Education

Seneca Polytechnic, Toronto, Canada

Diploma in Computer Programming

GPA: 3.7/4.0

Jan 2025 – Present

Tehran Azad University, Tehran, Iran

Bachelor of Computer Engineering

GPA: 3.2/4.0

Sep 2020 – Nov 2024

Work Experience

Member Services Staff (Candidate)

Toronto, Canada

Seneca Student Federation

Fall 2025 (Application in Progress)

- Answer student inquiries regarding SSF services, events, and policies in-person and via live chat.
- Provide guidance on health and dental plans, shuttle bus services, and student supports.
- Assist with insurance claim forms and maintain effective communication with students and staff.
- Demonstrate strong interpersonal skills, flexibility, and professionalism in a team-based environment.

Management Assistant

Toronto, Canada

Physio Health Care Clinic

Jan 2025 – Jul 2025

- Managed patient scheduling, intake, and billing at front desk in a busy clinic setting.
- Assisted with insurance documentation and maintained confidential patient records.
- Provided day-to-day administrative support to the clinic manager.

Skills and Qualifications

- **Communication:** Friendly and effective communicator in person and online; public speaking and conflict resolution.
- **Technology:** Microsoft Word, Excel, PowerPoint; familiar with Zoom, Teams, Webex.
- **Customer Service:** Strong sense of responsibility, empathy, and problem-solving under pressure.
- **Time Management:** Capable of handling multitasking in fast-paced, team-driven environments.