

Asrar Kaiser, BEng.

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Summary of Qualification

- Demonstrated People Management, Personal Management, and Time Management skills from prior work experience.
- Team Leader, cooperatively working to complete tasks with peers and coworkers
- Excellent Problem-Solving skills with well-developed technical and analytical skills.
- Diligent worker and experience in working in fast-paced environments to achieve project goals and deadlines
- Team Player who respects differences and motivates others and self to achieve and surpass team goals
- Good oral and written communication skills developed through prior employment
- Possesses creative mindset and passionate about solving problems while thriving in a challenging and fast paced environment

Technical Skills

- Programming Languages: HTML, CSS, SQL, JavaScript
- Software Skills: AutoCAD, Microsoft Office Suite, MATLAB/Simulink, Solidworks, Adobe InDesign, Adobe | Illustrator

Education

- **Bachelor of Engineering Electrical**, Ryerson University Graduated 2020

Work Experience

Brand Experience Agent: Good Leaf (Part-Time)

Aug 2022-Current

- Demonstrated strong communication skills by pitching Good Leaf's food products' differentiators and value to potential customers
- Demonstrated strong customer service skills by surpassing the sales target each shift by more than 20 units
- Distributed samples to customers in retail stores and received feedback from them regarding the products

Client Service Contact Centre Rep: CIBC

Feb 2022 – May 2022

- Showcased excellent communication skills, by actively listening and maintaining a 90% retention rate
- Utilized a consultative approach to upsell customers on credit cards products, resulting increase of revenue 12%.
- Took accountability for client issues and escalated the issue if needed

Remote Customer Service Representative: Rogers

Oct 2021 – Feb 2022

- Delivered high quality customer experiences by; listening carefully to the customers' requests and inquiries, answering questions, and providing information to resolve their concerns and requests.
- Displayed sales acumen by handling customer objections to migrate and upsell cable/phone offerings, exceeded targets by 580%
- Informed customers on current product features, service offerings, billing, charges, and overall product value.

Computing Solution Sales Associate: Best Buy

Sep 2021 – Dec 2021

- Strived to create the best customer experience by understanding the customer's needs, and connecting their pain-points to a technology product that can solve their challenges
- Shared my enthusiasm and knowledge for tech products with curious customers, generated revenue of \$301/hr for every hour I worked.
- Successfully upsold device insurance plans, ranked 2nd in the store for service attachment rate

Guidance Navigation and Controls Specialist: Ryerson Helium

Jun 2018 – Jun 2020

- Designed a schematic using AutoCAD outlining all the connections of the sensors and radars to the flight controllers.
- Development and selection of components and reports.
- Performed least cost analysis in determining project requirements.

Retail Brand Experience Agent (Store Lead): Mosaic Sales Solution

Apr 2015 – Mar 2020

- As a Team Lead communicated the policies and the procedures to the team for a successful activation.
- Developed daily sales target for the team members to ensure customers and clients demands are met.
- Nurtured an outstanding customer service-oriented environment through promoting product to the clients with excellent communication.
- Ensuring all team members complied with company standards for all visual and operational policies and procedures to make sure the customers have best experience.
- Facilitated inventory management, and operations coordination.
- Reported key data such as weekly sales, interaction, and feedbacks to the company in timely manner.

Operation and Sales Lead: CopyRITE Ryerson Student Union Printing Service

Sep 2017 – Jan 2020

- Coached and Managed new employees, helping them succeed in a fast-paced work environment.
- Worked closely with the managers and other team members to ensure that the customers and regular clients understand our values and get the best service possible.
- Outreached to clients using phone and email to make sure we got all the necessary details to complete clients need.
- Served customers in a fast-paced working environment and charged them out at the end of sale.
- Completed tasks according to KPI's while ensuring customers full satisfaction.

Volunteer Experience**Vice President Finance: IEEE RYERSON CHAPTER**

Jun 2018 – Jun 2019

- Responsible for creating budget for following year by allocating and recording expenses for each event
- Secured funding by presenting the budget to engineering student society and president's office.
- Performed cheque requisitions and recorded finances of team and events for reimbursement.
- Worked with other IEEE subchapters to organize events as well conferences finance team to get an idea of where we stand for the budget and can spent for the conference.

Academic Projects**Smart Industrial Protection System**

Sep 2019 – Apr 2020

- Designed a fault protection system for industrial motors, generators, and transformers. Implemented smart controls and automation technologies to protect against conditions.
- Designed a fault protection circuit using ETAP. Developed an Internet-of-Things (IoT) based platform using Google Cloud for detecting abnormal conditions in industrial equipment and notifying the owner/user before fault occurs.

Voltage Controlled Waveform Generator

Sep 2017 – Dec 2017

- Designed and simulated a three-stage cascaded operational amplifier to generate user input-based output.
- Created an analytical report outlining computations, accomplishments, and successfulness of the project.