

# Ayesha Siddiqua

## **Looking for a challenge!**

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Self-motivated individual possessing exemplary planning skills and can accustom to operating under considerable pressure, maintaining calmness and effectiveness, prioritizing wisely. Hardworking with excellent attendance and punctuality records who can work equally well alone or as part of a team.

A professional with keen technical aptitude, who maintains patience to minimize client dissatisfaction. Can communicate effectively with people from diverse backgrounds and would be an asset to any employer who respects loyalty and responsibility.

## Work Experience

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### **Call Quality Analyst**

Partners in Credit Inc - Thornhill, ON

July 2022 to Present

- Following internal procedures and scenarios for the call quality audits.
- Processing reviews and inform the operations team of findings.
- Communicating quantitative and qualitative findings from test results to the operations team.
- Monitoring efforts to resolve product issues and track progress.
- Ensuring that the service satisfies client requirements and meet or exceed expectations.
- Spotting areas for improvement to enhance the service efficiency.
- Defining new data collection and analysis processes.

### **Technical Support**

Apple Inc.

March 2021 to August 2021

- Provided excellent customer service at all times by resolving customer queries with regard to the installation, operation and maintenance of products and applications as well as any other queries.
- Built and maintained positive customer relations by offering personalized solutions and ensure requests are handled appropriately by coordinating with various functions within the company. Scheduled service calls and follow up with customers/clients.
- Troubleshooted and resolved issues using established diagnostics tools and procedures. Escalated customer issues as required.

### **Customer Service Representative**

Affinity Global (Global Credit & Collection Inc.) - Markham, ON

December 2019 to March 2021

- Provided information to customers with positive attitude.

- Negotiated payments and/or reasonable payment arrangements.
- Dealt with highly confidential information in a secure environment.
- Recorded and modified customer information within the database.
- Engaged with clients in a friendly and professional manner while actively listening to their concerns.
- Offered support and solutions to customers in accordance with the company's customer service policies.

### **CCP OPERATOR**

Maple Leaf Consumer Foods - Brampton, ON  
October 2019 to December 2019

- Conducted CCP checks as required and complete all paperwork associated with CCPs
- Inputted information into SAP using COR1, COR2, MB51& MB52
- Palletized skids properly per SOP in the event that there is no Palletizer on the line
- Moved skids of product out of production room for Shipping to receive
- Setup label printer for product running on line

### **Customer Service Representative**

TeleTech - Montréal, QC  
April 2018 to November 2018

Worked for Rogers as a Customer Service Agent.

- Accepted inbound calls from customers.
- Effectively resolved issues or concerns.
- Gathered information from the customers to make appropriate recommendations for new products and services.
- Adapted to a range of management style.
- Responded to high volume customer inquiries with fast pace and accuracy.

### **Production Associate**

Goodfood Market Corp - Montréal, QC  
December 2017 to April 2018

- Productively proportioned the production ingredients into the designated bags.
- Efficiently prepared the recipe to be ready for final shipping.
- Assisted the team leader and checkers where it was deemed necessary.
- Supported the coworkers in their works for bringing more productivity into the team.
- Learned all the skills necessary for checking production and maintaining the food quality guidelines.

### **Homeroom Teacher, Uttara**

Insight International School - Dhaka, BD  
August 2014 to February 2017

Successfully managed classes of pre-primary and primary students on the subjects of Mathematics, English, Science, Islamic History, etc.

- Supervised the examinations and ensured the regulations of the exam.
- Correctly graded the answer sheets and reported the final grades.
- Dealt with the parents and paid keen attention to the individual needs of the students.
- Attended the school meetings and provided convenient solutions.

## Education

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### **A level in GCE Advanced Level**

CEGEP DEC or High School

2015

### **Secondary School Certificate**

CEGEP Secondary School

2012

## Skills

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- Customer Service
- Call Center
- Customer Support
- Customer Care
- Microsoft Word (2 years)
- Microsoft Excel (2 years)
- Microsoft Office (1 year)
- Data Entry Operator
- Excel
- Typing
- Data Entry
- Data-Entry
- Live Chat
- Cold Calling
- Multilingual
- Computer Operation
- Order Entry
- Troubleshooting
- Technical Support

## Languages

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- English - Advanced