

Aziz Syed

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OBJECTIVE

Seeking employment in an environment where I have the opportunity to continue building and improving my current abilities and skills and become an asset to the team by contributing my skills, knowledge, and experience to the workplace.

AVAILABILITY

PART TIME – MON to FRI & SAT/SUN

HIGHLIGHTS OF QUALIFICATIONS

Exceptional analytical, problem-solving and communication skills.
Excellent team worker. Perform well under pressure.
Communicates well with others, easily establishing rapport and gaining client confidence.
Enthusiastic service provider, consistently striving to exceed the customer's satisfaction.
Exceptional attention to detail
Outstanding customer service skills
Excellent work ethic and very professional in appearance and duties
Excellent communication and persuasion skills
Work well as a team, and also as an individual
Strictly follow company policies, guidelines, and regulations

WORK EXPERIENCE

Customer Service Representative / Pharmacist Assistant

Remedy's Rx

Feb 2021- March 2022

- Answered incoming calls from patients and customers.
- Greeted customers upon entry and always approached customers with a positive attitude.
- Provided prompt resolution to customer inquiries by providing appropriate and accurate information, and referred them to pharmacists for medication information.
- Worked with pharmacists to accurately count, label, and stock medication.
- Correctly accepted multiple methods of payment.
- Accurately documented and updated records where needed by entering patient

information into the system.

- Calculate, balance, and reconcile cash drawers.
- Using exceptional communication skills, a high level of client satisfaction was maintained.
- Input various data and information into the computer.
- Cleaned areas of the pharmacy to ensure high levels of cleanliness.
- Unpacked packages and stocked the floor and backroom appropriately.

Customer Service Representative

Able I.T Solutions

March 2020 – Feb 2021

- Answer incoming calls from clients and/or customers.
- Provide prompt resolution to customer inquiries by providing appropriate and accurate information.
- Follow up in a timely manner to ensure customer satisfaction.
- Understand all programs, systems, and procedures.
- Maintain diplomacy and tact when dealing with upset or escalated calls.
- Provide feedback to management concerning possible problems or areas of improvement.
- Perform other duties as assigned by management.
- Answer questions regarding various accounts' status and attend to customers' problems or complaints.
- Explain policies, regulations and rate structures.
- Receive and process applications and payments.
- Process adjustments, returned checks and refunds.

EDUCATION

ONTARIO SECONDARY SCHOOL DIPLOMA

Sept 2018 - June 2022

WEST HILL COLLEGIATE INSTITUTE- SCARBOROUGH, ON

POST SECONDARY SCHOOL DEGREE

January 2023 -

(SOFTWARE ENGINEERING AND TECHNOLOGY)

CENTENNIAL COLLEGE, PROGRESS CAMPUS, SCARBOROUGH, ON

EXPECTED TO GRADUATE APRIL 2025

*****REFERENCES AVAILABLE UPON REQUEST*****