

OBJECTIVE: Looking for full-time opportunity

SKILLS

- ☑ Detail-Oriented with Three Years of Customer Service Experience
- ☑ Good with computers (Microsoft Office, Technical Support);
- ☑ Able to speak and work fluently three languages (English, Arabic, Tigrinya)
- ☑ Clean Class 'G' Class driver's license
- ☑ Ontario Security Guard License
- ☑ JavaScript, HTML, CSS, C#, Python, SQL

WORK EXPERIENCE

Security Guard, Gardwell Security Agency, Toronto 09/2018-current

- Performed patrol duties within assigned areas to guard against theft, shoplifting, vandalism and fire
- Handled emergency situations effectively; medical emergencies, accidents and other threats
- Wrote reports of daily activities and irregularities, such as equipment or property damage, theft, presence of unauthorized persons, or unusual occurrences
- Called police/fire in cases of emergency, such as fire or presence of unauthorized persons
- Responded to requests for assistance at the building
- Checked passes and credentials of persons seeking to enter the building

Picking and Packing, COSMETICA, Toronto 05/2017 to 07/2017

- Prepared and completed orders for delivery or pickup according to schedule (load, pack, label, ship)
- Received and processed warehouse stock products (pick, unload, label, store)
- Follow quality service standards and comply with procedures, rules and regulations.

Volunteer, Eritrean Community Centre of Toronto 02/2017 to 08/2017

- Called members and invited them to community events
- Assisted with workshop and research development
- Provided community resources and referrals to members
- Interpreted for newcomers from Arabic to English
- Assisted with the organization and facilitation of various events

Customer Service Representative, Saudi Telecommunication Company 06/2013 to 09/2013

- Provided and processed information in response to inquiries, concerns and requests about products and services such as cell and home phones and internet
- Responded promptly to customer inquiries (calls, emails) and setup new customer accounts
- Managed critical calls dealing with problematic situations with complaining clients
- Provided pricing and billing information and ensure customer satisfaction
- Updated client accounts (method of payment, address, etc.)

EDUCATION

- Ontario Secondary School Diploma (OSSD)
Scarborough Centre for Alternative Studies
Sep 2016 – June 2018
- Software engineering Diploma
Centennial College
Jan 2021 –Jan 2023

