

# Abdullah

Abdul05087@outlook.com

+1 (647) 425 9349

Toronto, ON

www.linkedin.com/in/abdullah002

## Summary

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Experienced with strong analytical and interpersonal skills and expertise in computer hardware and software. Currently engaged in self-study in preparation for pursuing a bachelor's degree in computer science. Strong ability to engage, understand and build full stack web applications autonomously as well as collaboratively. Demonstrated his ability to deliver comprehensive solutions that meet both technical and business requirements.

## Experience

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### McDonald's Crew Member

1900 Eglinton Ave E, Toronto  
June 2022 - current

- Effective coordination and communication with crew members and managers to ensure smooth operation and completion of tasks.
- Committed to maintaining hygiene and ensuring all safety measures are met.
- Management of time and productivity throughout the shift which is critical in a fast-paced environment.
- Always arrive in a presentable attire and professional look demonstrating the organizational awareness and respect for the workplace.

### UPS Toronto Warehouse Pre-Loader

Concord, Canada  
October 2021 – January 2022

- Demonstrated organizational skills by swiftly sorting packages according to postal codes.
- Working in a physically demanding and fast paced environment.
- Loading, unloading packages from trucks and handling packages weighing up to 70lbs.
- Proven ability to work in a team and undertake various tasks by switching roles around the warehouse and working with groups whenever necessary.

### Jarir Book Store Tech Support Associate

Jeddah, Saudi Arabia  
February 2019 – September 2020

- **Customer Relationship Management:** Successfully managed customer interactions, addressing inquiries and promoting various products to customers in a professional and customer-centric manner.
- **Ticketing Support:** Proficiently handled service tickets, meticulously documenting issues, solutions, and outcomes to maintain accurate records.
- **Custom Requirements:** Assisted customers with their custom orders that required intensive research, gathering of information from reputable sources and ensure maximum customer satisfaction.
- **Writing & Proofreading:** Part of my role was to write and proofread communications, including order invoices, emails, and custom customer orders.

## Education

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### **Seneca Polytechnic College**

Toronto, ON

Ontario College Diploma in Computer Programming

- Project Management course that includes Project Integration, Agile Methodologies, Quality and Resource Management
- Business Communication course which involved formatting business documents using electronic tools such as MS Office and design conforming to AODA requirements and write business reports according to the purpose.
- Web Programming course enabled me to create dynamic websites and web application using variety of computer languages such as JS, React, Python and C++.
- Database Course using Microsoft SQL Server and other DBS languages.

### **Bangladesh International School (British Curriculum)**

Jeddah, Saudi Arabia

Cambridge AS Level

- Business model and communication subject helped me gain knowledge and experience in different types of business models. Practicing real world business structures equipped me with valuable skills.
- Physics and Mathematics helped me gain analytical thinking and problem-solving abilities, which are applicable across various disciplines.