

# Abdullah

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## Summary

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Experienced with strong analytical skills and expertise in computer hardware and software. Proven success as a Tech Support Associate at Jarir Book Store, excelling in critical thinking and problem solving obtained from Programming background.

## 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.
- **Maintenance and Administration:** Assisted customers with intricate printing and printer issues, provided troubleshooting for PC problems including login, OS glitches, hardware connectivity and optimizing PC environments.
- **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, Cost, Quality and Resource Management
- Business Communication course which involved formatting business documents using electronic tools 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++.

### **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.