

Nasif Shah

Associate

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Summary

Dedicated and results-driven professional with a proven track record in registration service excellence across roles as an Admitting Clerk, Fulfillment Associate and Technical Sales Representative. Adept at understanding customer needs, offering tailored solutions, and delivering exceptional support to enhance customer satisfaction. Strong product knowledge in both technical and retail environments, coupled with effective communication and problem-solving skills. Consistently exceeded sales targets through upselling strategies, maintained accurate cash handling, and contributed to an organized and welcoming store environment. A team player with a strong work ethic and a commitment to providing top-tier service.

Work experience

Nova Scotia Health Authority 06/2024 - 02/2025

Admitting Clerk

- Coordinating and managing the registration process, ensuring a seamless and efficient experience for participants.
- Implemented streamlined registration procedures, reducing processing time by 20%.
- Collaborating with cross-functional teams to address registration-related issues and improve overall participant satisfaction.
- Maintaining accurate and up-to-date records of all registrations, ensuring data integrity and accessibility.
- Providing exceptional customer service, addressing inquiries and resolving issues promptly and professionally.

Walmart Canada 07/2019 - 04/2020

Fulfillment Associate

- Efficiently processed and fulfilled customer orders by selecting products from designated areas and ensuring accurate item selection and quantity.
- Maintained a well-organized inventory system, regularly restocking shelves and updating stock levels to prevent shortages and improve order fulfillment speed.
- Conducted thorough quality checks on selected items, verifying their condition, and overall quality to guarantee customer satisfaction upon delivery.
- Demonstrated exceptional time management skills by consistently meeting or exceeding daily order processing targets, contributing to the team's overall productivity.
- Effectively communicated with team members and supervisors to coordinate order priorities, resolve issues, and ensure seamless order processing during peak periods.

Staples Inc. 10/2018 - 05/2019

Technical Sales Representative

- Demonstrated in-depth knowledge of a wide range of technical products, including computers, printers, software, and accessories, enabling effective customer consultations and recommendations.
- Provided personalized technical guidance to customers, assessing their needs and offering tailored solutions that met their requirements, resulting in increased customer satisfaction and repeat business.
- Consistently exceeded sales targets by effectively presenting and promoting technical products, showcasing features and benefits, and upselling complementary items, contributing to overall store revenue growth.
- Successfully addressed customer inquiries, concerns, and technical issues, offering timely resolutions and fostering positive customer relationships, ultimately enhancing the store's reputation for excellent customer service.
- Collaborated with inventory teams to monitor stock levels, ensuring availability of popular technical products and accessories, and promptly restocking items to minimize customer wait times.

Education

St. Francis Xavier University, Antigonish, NS - B2G2W5 09/2014 - 04/2018

Bachelor Of Arts