



Golnaz Berenjian

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m

Richmond Hill Canada

SUMMARY

Organized and motivated employee eager to apply time management and organizational skills in various environments. Seeking for work opportunity in computer programming and networking where I can gain skills in multi disciplinary work environment and be part of cross team activity. ability to learn and adopt new work environment is core attributes of my personality.

SKILLS

- JavaScript
- HTML
- CSS
- Bootstrap library
- Node.js
- Express.js
- MySQL
- NoSQL
- React
- Chart.js
- MERN

EXPERIENCE

Customer Service Associate

Markham, ON

Rona/ Sep 2022 to Current

- Processed daily invoices and billed renewed invoices to customers.
- Awarded with 3 stars within 6 months of joining for excellent customer service n feedbacks given by customers.
- Promptly responded to general inquiries from members, staff, and clients and guide customers about the same.
- Handled daily heavy flow of paperwork, cash drawers and sales and cooperated with other departments on invoicing and shipping problems.
- Served as a connect between customers, management, and sales team.

Administrator

Thornhill, ON

Expose design group Inc./ Oct 2021 to Sep 2022

- Scheduled and confirmed appointments.
- Delivered administrative support to team members by making copies, sending faxes, organizing documents and rearranging schedules.
- Maintained daily calendars, set appointments with clients and planned daily office events.
- Scheduled and confirmed appointments and meetings for management team.
- Maintained office equipment, scheduling service to repair devices.
- Improved office organization by developing filing system and customer database protocols.
- Answered telephones to take messages or redirect calls to appropriate colleagues.

IT Technician

Babol, Iran, Mazandaran

Tabari Higher Education/ Nov 2015 to Feb 2020

- Responded to assistance requests from users and directed individuals through basic

troubleshooting tasks.

- Explained technology-related details in easy-to-understand terms to individuals from different backgrounds and in various job positions.
- Consulted via telephone to understand user problems, run through testing scripts and ask probing questions to locate root causes.
- Communicated with customers to provide up-to-date information on incident response progress and resolution timeframe estimates.
- Monitored ongoing service requests to verify timely and satisfactory completion, supporting exceptional satisfaction ratings.
- Coordinated ticket fulfillment among multiple technicians and teams to reduce redundancy and accelerate response times.
- Performed troubleshooting on networking and connectivity issues to restore connections and network access.
- Removed malware and viruses from laptops and desktop systems using specialized software.
- Conducted routine maintenance on servers and systems, keeping networks fully operational during peak periods.

EDUCATION AND TRAINING

Bachelor of Science: Electrical And Computer Engineering

Mazandaran Science And Tech Oct 2014

Babol, Iran