Looking to obtain a position where my skills and experience can contribute to your reputable organization.

**HIGHLIGHTS OF QUALIFICATIONS**

* Computer knowledge: MS Office; Word, Excel, PowerPoint
* Programming Knowledge: Java, JavaScript, C#, PHP, Python, NodeJS
* Excellent interpersonal, organizational and communication skills
* Responsible attitude, eager to learn new things and improve each day
* Dependable, hard-working, punctual, flexible schedule, fast learner
* Ability to work independently and co-operate with team members efficiently
* Pending Ontario Security Guard License
* Emergency First Aid & CPR/AED Certified
* Fluent in Somali Language

# TECHNICAL SKILLS

**Customer Service**

* Greeted customers in a friendly and polite manner and always willing to help
* Ability to relate to and converse with diverse populations
* Dynamically sold products by providing customers with up to date information needed to make purchases
* Assisted customers in loading vehicles and also monitored the store entrance
* Experience in the de-escalation of confrontational customers and mediating between two parties

# General Work

* Broke down pallets, boxes and skids to make room for new products in the warehouse
* Cleaned and organized boxes for inventory control stock
* Unloading skids and products from trucks and distributing them in store
* Maintained the cleanliness of the store by, sweeping, mopping and taking out all the
* garbage bags in the store

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| --- | --- |
| **EDUCATION** |  |
| **Computer Programming Analysis Diploma**  George Brown College | **2020-2023** |
| **Computer Business Applications Specialist Diploma**  CDI College | **2021-2022** |
| **OSSD**  Emery Adult Learning Center | **2015-2019** |

# PROFESSIONAL EXPERIENCE

**Security Guard Paragon Toronto 2021**

* Ensured a positive customer experience by greeting customers, answering questions, and providing directions for where items are located throughout the store.
* Proactively mitigated theft by actively patrolling the retail floor.
* Implemented non-violent incident management techniques to confront customers who are being disruptive, inappropriate, or acting illegally.
* Checks employee identification cards, maintaining an accurate record of who leaves and enters the building.
* Completes all required paperwork at the end of each shift, including activity and incident reports.

**Food Packer Janes Food June 2018 – December 2018**

* Conducted daily quota for food shipments and provided product to the following department.
* Inspected food compressor machines and other equipment.
* Identified and disposed of defective items.

**Distributor ITS Staffing Solutions September 2017 – May 2018**

* Inspected daily orders of food shipment
* Collaborated with upper management in order to promote efficiency of food distribution.
* Maintained accurate tracking reports.

# VOLUNTEER EXPERIENCE

**Representative Mosque July 2016 – Present**

* Research and organize religious books and literature.
* Teaching religious studies to children, youth and adults.
* Providing supplies to the attendants of the facility