

Ali Iskandari

Summary of Qualifications and Skills

- Extensive experience in putting clients first, passion for learning to drive success and passionate about people.
- Relationship-oriented and experienced professional in managing employees and client needs to bring value and excellent resolution to needs/requirements
- Energetic Customer Service Representative with 5+ years of experience resolving complex customer inquiries. Passionate about building strong customer relationships, driving brand loyalty, and increasing customer engagement.
- Results-oriented Team Leader with effective management of diverse teams to accomplish business goals. Detail-oriented and efficient, with strengths in both project and time management
- Self-motivated individual who has a strong desire to take on responsibility and ownership
- Able to articulate complex solutions clearly and concisely using problem solving skills.

WORK & LEADERSHIP EXPERIENCE

Xhale Cafe

Scarborough, ON, CA

Owner & Team Manager

Mar. 2019 – Mar. 2021

- Ensured that procedures and guidelines are followed for seating and serving guests. All staff act in a way that promotes guest satisfaction and handles any issues or complaints.
- Designed and implemented training for servers, bussers, hosts, and hookah artists; this training typically involved training on menu items, as well as "shadowing" other servers to learn the restaurant's procedures and standards
- Maintained a favorable working relationship with all employees to foster and promote a cooperative and harmonious working climate, which will be conducive to maximum employee morale, productivity, and efficiency/effectiveness
- As the owner, handled responsibilities such as creating business plans, arranging financing, hiring staff, reviewing sales, developing marketing strategies, overseeing daily activities, and identifying business opportunities

Crown Tech

Scarborough, ON, CA

Owner & Team Manager

Mar. 2018 – Dec. 2018

- Provide a variety of hookah products to the clients within the tech social club in a fun, positive and friendly manner. The main responsibility is to be knowledgeable about our products, services, and promote client engagement.

Cheese Steak

Scarborough, ON, CA

Owner & Team Manager

Sept. 2017 – Feb. 2018

- Oversee the day-to-day operations of a restaurant, managing staff, resolve customer issues and work to make the establishment profitable
- Coordinated staff, observing the preparation, and serving of food, maintaining inventories, adhering to food safety regulations, allocating resources, administering payroll, and ensuring customer satisfaction
- Displayed excellent interpersonal communication skills by effectively supporting a team of seven to monitor and deal with customer inquiries / complaints by listening carefully to concerns to create viable solution

EDUCATION

Victoria Park Collegiate Institute

Class of 2012

Secondary School Diploma

Scarborough, ON, CA