

## MAAZ ABBASI

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## HIGHLIGHT

Enthusiastic and customer-focused individual with **2 years** of customer service experience and a strong IT background. Seeking a role that allows me to utilize my communication skills and contribute to maintaining an organized and customer-friendly environment.

- Good communication skills
- Organized work and Problem-solving capabilities.
- Experience in team leadership and teamwork in a high-paced environment.
- Possess good computer skills (Microsoft Excel, PowerPoint, Word).
- Programming language that I know (C/C++, SQL, Python, JavaScript, php)

## EDUCATION

Diploma in Information technology	2017-2020
L.J. POLYTECHIC - Ahmedabad, Gujarat	
Advance Diploma in Computer Programming and Analysis	2021-Present
Seneca College- Ontario	

## WORK EXPERIENCE

Brand factory, Ahmedabad, Gujarat                      2018 April – 2020 Feb  
Worked as a Customer representative

*-Provided excellent customer service by greeting customers warmly and addressing inquiries about merchandise, promotions, and store policies.*  
*- Processed daily shipments and maintained the warehouse area, ensuring proper organization and adherence to merchandise presentation standards.*  
*- Managed customer transactions, including refunds, exchanges, and purchases, in alignment with company guidelines.*  
*- Assisted with Fitting Room duties, maintaining cleanliness and organization while addressing customer inquiries.*

Tim Horton's, Toronto, Ontario                      2021 Nov - 2023 May  
Worked as a cashier, sandwich maker and baker.

Helps guests establish a good first impression by providing them with crucial visual clues

- Adheres to the promise Coffee and items are always fresh and correct thanks to the Always Fresh method.
- Offers dependable and exceptional visitor service by being amiable, attentive, and knowledgeable about the products.
- Fulfills all restaurant policies, guidelines, and standards
- Takes the necessary products' temperatures on a regular basis and records them in the Time & Temperature Log.

- Maintains the front counter and drive-through area by keeping it spotless, stocked with food, organised, and prepared for peak restaurant traffic.

Circle-K, Toronto, Ontario  
*Worked as a cashier.*

2022 Aug – 2023 Jan

- *Outstanding client service*
- *preserving a spotless and secure atmosphere*
- *restocking refrigerators and shelves*
- *tank filling with propane.*
- *Create lists for out-of-stock items, complete fuel orders, etc.*

## **ACADEMIC PROJECTS**

### Employee Data Management System

- Developed a C++ program for efficient management of employee records.
- Features include adding and terminating employees, promotions, demotions, and viewing historical records.

### Store Supplier Data Management

- Created a C++ program to manage supplier data for stores like Circle-K and Tim Hortons.
- Utilized SQL for insert, update, and delete operations.

### Computer Hardware E-Commerce Website

- Designed and developed an e-commerce platform using JavaScript and Heroku.
- Customers can purchase computer hardware components such as RAM, Hard-disk, and motherboards.

## **ACHIEVEMENTS**

- Recognized as "Employee of the Month" at Tim Horton's for consistently delivering exceptional customer service.

## **VOLUNTEER EXPERIENCE**

### Community Tech Workshop (2019)

- Facilitated workshops on basic programming concepts for local youth.
- Assisted participants in building their first interactive applications.

## **LANGUAGES**

English (Fluent), Urdu (Native)