

**Maaz Abbasi**  
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I am seeking an associate's position to utilize my public speaking, organization, problem-solving, and detailing skills to achieve the institute's goals. I am a competitive person and always work better under pressure.

#### HIGHLIGHT

- Good communication skills
- Effective in handling angry customers.
- Problem-solving capabilities.
- Organized and clean at work
- Experience in team leadership and teamwork in a high-paced environment.
- Possess good computer skills (Microsoft Excel, PowerPoint, Word).

#### EDUCATION

Diploma in Information technology  
*L.J. POLYTECHIC - Ahmedabad, Gujarat*

Advance Diploma in Computer Programming and Analysis 2021-Present  
*Seneca College- Ontario*

#### WORK EXPERIENCE

Customer representative 2019- 2020  
*D-Mart, Ahmedabad, Gujarat*

- Maintaining a positive, empathetic, and professional attitude toward customers always.
- Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Helping customers to find products throughout the store.
- Understanding the products to answer customer's questions.
- Ensure customer satisfaction and provide professional customer support.
- Making sure the customers leave with satisfaction.

Cashier 2021- current  
*Tim Horton's, Toronto, Ontario*

- Greet customers and take orders and give suggestion about the orders consistently positive and helpful attitude, including the Q&A regarding the orders and products.
- Punching out the orders on the display and take payments in/trough cash(counting them returning the change), credit or debit card(using card reader).
- Making various types coffee, and beverages and also providing the muffins, donuts and more as per the order and guest's need.
- Brewing coffee, tea, and stocking up the bakery items, cups, lids when needed.
- Regularly cleaning the coffee stations and the order placement station, tea and coffee pots, and floor

