

# Mariam Yassin

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## SKILLS

**Time Management:** Efficiently handling multiple tasks and prioritizing responsibilities to ensure timely completion of work.

**Multitasking:** Effectively managing multiple tasks simultaneously, such as taking orders, preparing food, and maintaining cleanliness.

**Teamwork:** Collaborating effectively with colleagues to achieve common goals and maintain a positive work environment.

**Positive Attitude:** Maintaining a friendly and positive demeanor, even during busy or challenging situations, to create a welcoming atmosphere for customers.

**Problem Solving:** Identifying and resolving customer concerns or operational issues in a calm and efficient manner.

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## EDUCATION

### High School Diploma

Jun 2023

Sir Fredrick Banting SS - London, ON

### Bachelor of Engineering

Present - Apr 2027

Western University - London, ON

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## EXPERIENCE

### Facebook Marketplace Seller

#### Self-Employed

Jan 2023 - Present

- Successfully provided customer service support for selling products on Facebook, ensuring prompt and satisfactory resolution of customer inquiries and concerns
- Utilized effective communication skills to engage with customers, build rapport, and promote sales through Facebook's platform
- Demonstrated strong product knowledge and persuasive abilities to effectively highlight the features and benefits of the items being sold
- Managed customer orders, including processing payments, arranging shipping, and tracking deliveries, resulting in a seamless buying experience for customers
- Proactively identified opportunities to upsell and cross-sell products, resulting in increased sales and customer satisfaction.

### Private Tutor

#### Self-Employed

Jun 2022 - Present

- Empowered students with essential study skills such as note-taking, test preparation strategies, and effective research methods.
  - Adapted tutoring approach based on each student's progress, ensuring continuous growth in knowledge and skills.
  - Tutored grade 11 and 12 students, providing personalized instruction in various subjects to enhance their understanding and academic performance.
  - Developed customized lesson plans and study materials to address individual student needs and learning styles.
  - Fostered a supportive and encouraging learning environment to help students build confidence and achieve their academic goals.
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## REFERENCES

Available upon request