

MOHAMMEDAMAAN AHMEDABADI

+1(613) 864 1625 | amaanahmedabadi007@gmail.com | Ottawa, ON K2E 6P9

PROFILE

- Friendly and energetic professional with a proven ability to create welcoming environments and deliver outstanding customer experiences in fast-paced retail settings. Committed team player with excellent communication skills and flexibility to adapt in dynamic environments. Experienced in customer service, transaction processing, and maintaining organized, clean workspaces.

SKILLS

- Customer Service: Strong ability to welcome customers warmly, understand their needs, and ensure positive shopping experiences
- Communication: Excellent verbal skills for explaining information clearly, listening actively, and responding to customer concerns thoughtfully
- Team Collaboration: Committed to supporting colleagues, communicating openly, and working together to achieve common goals
- Flexibility & Adaptability: Organized and thrives in fast-paced, constantly evolving retail environments-
- Transaction Processing: Experienced in high-volume operations and payment processing using POS systems
- Physical Capability: Able to lift over 100 lbs and handle warehouse support tasks efficiently
- Organization & Cleanliness: Maintained clean and welcoming store environments.
- Problem-Solving: Addressed challenges and found solutions in customer-facing and operational situations

WORK EXPERIENCE

Customer Service Associate | Escape Bicycle Tours and Rentals, Ottawa, Canada Jun 2025 – Nov 2025

- Created warm, inclusive atmospheres by welcoming customers with a smile and ensuring positive experiences
- Handled diverse tasks ranging from customer bookings to check-ins, check-outs, and phone inquiries
- Provided personalized support to meet customer needs and enhance overall satisfaction
- Maintained organized, clean workspaces and ensured products met quality standards
- Collaborated closely with team members to achieve common goals and ensure smooth daily operations
- Demonstrated flexibility by managing multiple responsibilities in a fast-paced service environment

Research Assistant | Human-Centred Design Lab, Ottawa, Canada Sep 2024 - Apr 2025

- Communicated clearly and listened actively while facilitating interviews with diverse community participants
- Coordinated with team members and supported collaborative projects to improve accessibility initiatives
- Made everyone feel comfortable and valued during community engagement activities
- Documented findings and prepared reports following project guidelines with attention to detail

Cashier | D-Mart, Bharuch, India Dec 2023 - May 2024

- Welcomed customers warmly at the till and processed high-volume transactions with speed and accuracy
- Responded thoughtfully to customer inquiries and resolved payment concerns with excellent communication
- Maintained clean, welcoming checkout areas and followed operational procedures consistently
- Supported team members and contributed to a positive, collaborative work environment

EDUCATION

Algonquin College, Ottawa, Canada 2024 - 2026

- Post-Graduate Certificate in Interdisciplinary Studies in Human-Centred Design
- Post-Graduate Certificate in Interactive Media Management

AVAILABILITY

- Available Wednesday, Saturday, and Sunday (any time); Monday (after 12 PM); Thursday (after 1 PM). Open to work on holidays and flexible schedules