

# Mohammad Zohaib Siddiqui

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A diligent and customer-focused retail associate with experience in fast-paced environments, ensuring efficient store operations and excellent service. Proficient in stocking merchandise, organizing inventory, and maintaining store cleanliness to enhance the shopping experience. Skilled in coordinating with team members, assisting customers with inquiries, and ensuring shelves are well-stocked and visually appealing. Dedicated to reliability, teamwork, and upholding company standards to create a smooth and welcoming retail environment.

## SKILLS SUMMARY

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- **Leadership:** Empathetic team guidance and scenario-specific decision-making.
- **Organizational Expertise:** Time management and organizational tasks.
- **Team Player:** Experienced in collaborative work, enhancing team effectiveness.
- **MS Office Proficiency:** MS Office and exceptional skills in PowerPoint, Word, Excel, and Outlook through active event participation.
- **Versatile Skill Set:** Detail-oriented, multitasking, independent, self-disciplined, punctual, adaptable, with budget management experience.

## EDUCATION

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<b>Advanced Diploma in Computer Systems Technology – Software Development and Network Engineering Coop</b> Sheridan College, Brampton, ON, Canada	<b>2024 - 2027(Expected)</b>
<b>International Baccalaureate Diploma Program (Higher Secondary School)</b> Eastern Public School, Bhopal, MP, India	<b>2021 - 2023</b>

## LICENSE & CERTIFICATIONS

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<b>Security License</b> License No- 50042368	<b>2024 to 2026</b>
<b>First Aid Certificate - CPR C and AED</b>	<b>2024 to 2027</b>
<b>Oasis Academy – Programming Certification</b>	<b>2024</b>

## WORK EXPERIENCE

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### Network Technician and Tech Installer | Field Nation

June 2024 – Present

- Installed, configured, and maintained network devices for various clients, ensuring high performance and reliability.
- Conducted troubleshooting and diagnostics for network-related issues, minimizing downtime and improving efficiency.
- Worked on structured cabling, hardware replacements, and system upgrades as per client requirements by working with remote engineers.
- Provided on-site technical support from, collaborating with teams to meet project deadlines and technical specifications.

### Customer Service Associate (CSA) at Swiggy

November 2023 – April 2024

- Completed training sessions to master customer service best practices, platform operations, and communication strategies.
- First-contact resolution rate by efficiently addressing and resolving customer issues. o Anticipated potential concerns and resolved them with empathy and professionalism.
- Ensure strict adherence to data privacy regulations by safeguarding customer information and always maintaining confidentiality.

### EPS MUN: Design and Content Head | Eastern Public School

July 2022 - Aug 2022

- **Content Development:** I created engaging background guides, position papers, and promotional materials that effectively communicated complex global issues to participants.
- **Visual Design:** I shaped the visual identity of our Model UN events by designing logos, banners, and visually appealing presentations, ensuring consistent branding.
- **Team Management:** As a collaborative leader, I delegated tasks, provided constructive feedback, and motivated team members to meet deadlines for successful conference materials.
- **Effective Communication:** I served as the liaison between the organizing committee and participants, ensuring clear and timely communication about conference logistics and content.
- **Problem-Solving:** Adapting to challenges, I resolved last-minute changes and technical issues during presentations, ensuring a seamless experience for all participants.

References are available and will be provided upon request.

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## AVAILABILITY

- Flexible to work shifts as scheduled. (Full-Time)
- Physically fit to perform required tasks.
- Legally eligible to work and currently residing in Canada.