102 Aspermont Cres, Brampton, ON L6P 3Z3

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**OBJECTIVE**

Looking for an opportunity to help those in need by providing quality assistance and further use my critical thinking, problem solving skills to help them lead a more balanced life.

**HIGHLIGHTS**

|  |  |
| --- | --- |
| * Compassionate | * Trustworthy |
| * Organized | * Professional |
| * Hard worker |  |

**PROFESSIONAL SKILLS**

**Active Listening**

* Resolved customer complaints by listening and finding the root cause
* Helped co-workers by lending an ear to their personal problems
* Improved work performance by adhering to the advice from my mentors

**Critical Thinking**

* Recommended products and services after doing a needs assessment
* Identified issues with the problematic shipments and resolved them quickly
* Prioritized job duties by setting up a to-do list before starting work

**Effective Communication**

* Dealt with irate customers with a sympathetic speaking style
* Documented the highlights of the phone conversation for record keeping

**Teamwork**

* Ensured smooth functioning of operations by working as a team
* Trained new staff in job responsibilities and company regulations
* Achieved the targets by working with and assisting the general manager

**EDUCATION**

**Business Administration** Loyalist College, Belleville, ON 2016 - 2017

**Bachelor of Commerce** Delhi University, Delhi, India 2012 – 2015

**WORK HISTORY**

**Line Leader** FB Canada Express, Mississauga, ON 2020 – Present

**Production Operator** Silfab Solar Inc., Mississauga, ON 2019 – 2020

**Chat Support Representative**  TTEC, Charlottetown, PE 2018 – 2019

**Shift Supervisor** Burger King, Charlottetown, PE 2017 – 2018

**Cashier/Customer Service** ESSO Gas Bar, Belleville, ON 2016