

RAHIM JAMAL

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QUALIFICATIONS

- 7 years' experience in customer service – focused on exceeding customer expectations with a proven ability to interact extensively with clients and serve as the voice of the user while accommodating customer needs
- Effective leadership skills – successfully organized meetings, team-building activities, and collaborations in the workplace as well as in educational experiences
- Highly organized – proven ability to determine the best approach for prioritizing work
- Ability to conduct detailed quantitative and market analysis – possess the ability to identify potential revenue & marketing opportunities that lie within acceptable risk exposures
- Strong team player with a willingness to work in a cooperative manner to meet company objectives – capable of working alone as required
- Solid communication & interpersonal skills – effective at establishing relationships and communicating with individuals of all management levels
- Effective problem solver – able to identify a problem, analyze its course, and proffer a solution
- Technical Skills: Proficient in Microsoft Office Suites (Word, PowerPoint, Outlook, OneNote, Access, Teams, Publisher, Advanced Excel - V-Lookup, Pivot Tables, Formulas), Gateway, S3, 80 w.p.m.

EDUCATION

GEORGE BROWN COLLEGE, Toronto, CA

September 2015 – August 2019

Ontario College Advanced Diploma, Business Administration Graduate 2019

Specialist in Marketing

EMPLOYMENT EXPERIENCE

AREA MANAGER - Toronto

Starfish Caribbean Market, Toronto, CA

October 2021 – April 2022

- Developed and cultivated lucrative partnerships with Sobeys through effective communication and exemplary interpersonal skills
- Expanded the business past traditional retail into e-commerce through developing an online website leading to a strong increase in sales and customer satisfaction
- Penetrated new segments through the use of strategic marketing initiatives thus leading to an increase in product visibility and market performance
- Researched competitive solutions and maintained competitive market comparisons and evaluations
- Mentored new recruits, provided onboarding meetings, and conducted group and individual training sessions
- Provided monthly reports outlining the area performance in regards to sales, website and marketing performance, and customer satisfaction

EASYLINE SPECIALIST

TD Bank Group, Toronto, CA

December 2019 – October 2021

- Handled over 60+ calls daily and covered all areas of responsibility – sales, service, billing and escalations
- Assisted customers with their day-to-day banking and credit card needs, provided them with suitable financial solutions which include bill payments, digital advice, account maintenance, credit card inquiries,
- basic investment advice while promoting all banking products and services to create a customer-centric experience

- Focused on the accuracy of transactions, sales revenue, internal/external risk mitigation, and fraud prevention
- Educated team members in the utilization of new systems and business processes for improving call flow as well as recent changes in business practices and compliance
- Trained and coached 15+ new hires via shadow/reverse shadow methodology
- Exceeded KPI targets by over 20% in sales and service, average handle time, efficiency and customer experience

WORDPRESS & AMAZON WEB STORE MANAGER

Canada Skin Solutions, Toronto, CA

September 2018 – November 2019

- Increased total revenues by 150% through expanding operations into the United States
- Develop analytical models, reports and dashboards supporting budgeting, forecasting and planning, trend analysis and benchmarking using various reporting tools such as Google Analytics
- Analyze demographic, market, customer and campaign data to identify trends, results, and findings that assist in the development of future digital strategies
- Provide strategic insights to management on drivers of competitor performance as well as monitor competitor activity within the market
- Effectively respond to customer inquiries in a professional manner in which puts the customers' best interests' first
- Process an average of 100 orders per day – including packing, processing and shipping products
- Build lasting relationships with suppliers and couriers to ensure maximum shipping and product discounts are received
- Reduced shipping costs with couriers by 36% and increased product discounts from suppliers by 8%

ASSISTANT MANAGER

The Wholesome Market, Toronto, CA

January 2014 – October 2018

- Operated cash register by processing more than 50 cash, credit and debit transactions per day – performed exchanges and returns by following store policies
- Consistently and accurately balanced the till at the end of each shift by counting cash and tallying daily transactions
- Organized stock and maintained inventory for easy retrieval – used an RF scanner to assist in inventory reviews so that items were ordered for replenishment, assisted in over 5 inventory reviews
- Trained new staff based on store policies and customer service practices – ensured loss prevention procedures were clearly articulated to new employees
- Evaluated individual customer needs and provided appropriate health solutions
- Assisted in ordering store merchandise and ensuring products were up to date with consumer trends

LEADERSHIP EXPERIENCE

SUBJECT MATTER EXPERT – Sales and Customer Service, Compliance

TD Bank Group, Toronto, ON

March 2020 – October 2021

- Provided advice and recommendations to colleagues on how to deliver a better customer experience in each call – increased the overall team score by 7.5%
- Collaborated with upper management to increase other teams' performance across the department
- Utilized a sales tracker to track and monitor the teams' performance and conversion rates over the quarter and provide weekly updates to management
- Utilized Microsoft Excel and PowerPoint to track and update compliance percentages to generate reports
- Communicated with team members regarding commonly missed compliance elements along with suggestions and guidance to ensure the business and clients were entirely protected

REFERENCES AVAILABLE UPON REQUEST