

RIFAT SIUM

Engineering Student

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🌐 North York, Ontario

I am a second-year engineering student with broad range of experiences in sales, marketing, design, customer service, and teaching. I excel in facing challenges and consistently meeting deadlines. With strong adaptability, leadership, and a solid work ethic, I bring valuable skills to any team. Thriving in any setting, I am very focused on driving initiatives and promoting collaboration to achieve common goals. I'm a dedicated professional eager to contribute my diverse expertise for a positive impact in any organization.

Experience

Private Tutor | Genius Nation

Mar 2022 - present

- Tailor lesson plans to meet the unique learning needs of individual students and implement personalized strategies to target academic challenges.
- Regularly assess and track student progress through assignments, tests, evaluations and collaborate with parents to establish academic success.

Distribution Centre Associate | Aritizia

Nov 2023 - present

- Collaborate with team members to efficiently complete order fulfillment tasks, meeting daily quotas and deadlines.
- Conduct regular cycle counts and maintain accurate inventory records to minimize discrepancies and ensure inventory integrity.

Computer Sales Associate | Best Buy

Oct 2023 - Dec 2023

- Provide expert advice to customers on the latest computer hardware and software technologies, guiding them through product selection based on their specific technical requirements.
- Demonstrate in-depth knowledge of computer specifications, configurations, and compatibility, ensuring customers make informed decisions tailored to their needs.

Camp Counsellor | Camp Robinhood

Apr 2023 - Jun 2023

- Act as a mentor and role model, offering guidance and support to campers, and facilitating discussions or activities that contribute to personal development and character building.
- Plan and lead engaging, age-appropriate activities and games that foster social interaction, teamwork, and personal growth among campers.

Customer Service & Sales Associate | Canada's Wonderland

Mar 2023 - Jul 2023

- Ensured satisfaction for a demanding customer base of more than 75 individuals daily, demonstrating a 95% success rate in resolving their queries and concerns effectively.
- Operated the point-of-sale system to print detailed receipts, ensuring smooth and precise order processing.

Technical Support Representative | Senoark

Jan 2022 - May 2022

- Assisted more than 100 customers in configuring and troubleshooting software applications, delivering step-by-step solutions.
- Conducted over 50 remote desktop sessions to swiftly diagnose and resolve technical issues, prioritizing seamless workflow and enhancing the customer experience.

Projects

Modern Muchi

- An online Muchi shop dedicated to the meticulous care of your high-end shoes and accessories, seamlessly handling the entire process from pickup to doorstep delivery within one to two business days.

Weldone Fabrics and Textile Solutions

- An impactful and thriving business solution that facilitated connections between clothing companies and smaller-scale manufacturing partners for fabrics, accessories, and textile solutions, particularly during time-sensitive events like sales periods. This innovative business model not only saved smaller clothing companies substantial costs but also empowered them to compete successfully against larger rivals.

Airplane Control System

- A full fledged C coded program which gave real time information and updates on airplane traffic.

Education

Seneca College of Applied Arts & Technology

2024 (expected)

- Computer Engineering & Technology
- GPA: 3.83

Skills

- Comptia A+ trained
- Multiline phone systems
- Point of sale systems
- CRM
- Client Relationship
- Customer Experience
- Conflict Resolution
- Effective Communication