

**Roza Fasile**  
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**OBJECTIVE:** To obtain a position that utilizes my existing knowledge, skills and experience to their fullest potential.

**SKILLS:**

- Excellent level of productivity and accuracy while completing tasks within established timeframes
- Knowledge of Retail Operations, products, policies processes, tools and procedures
- Very good communication and writing skills.
- Able to communicate positively with staff and customer
- Very good ability to listen to directions and follow all instructions

**EMPLOYMENT HISTORY:**

**Customer Service Representative, Metro Super Market , Toronto** **May 2015- present**

- Well organized approach with an ability to multitask
- Demonstrated ability to read and follow instructions
- Good interpersonal and communication skills
- Ability to understand and carry out basic sanitation requirements
- Routinely closed the store during night shifts

**Customer Service Representative, Edna mall** **2010-2015**

- Delivered excellent interpersonal communication and strong customer service skills
- Responded to telephone and in person customers inquiries ensuring customer questions were answered and needs were met
- Frequently relied upon to cover shifts on a moment's notice

**Education**

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Computer Programming	Seneca College, Toronto 2022 - PRESENT
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**Volunteer Experience and Community Involvement**

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**Volunteer, Ethiopian Community Center, Addis Ababa, Ethiopia** **2010-2015**

- Lead community discussion group in family sexual health education.
- Provide support to seniors by visiting and driving them to doctor's appointments

## **AVAILABILITY**

**Monday: ANY TIME**

**Tuesday: 3:30 PM to ANY TIME**

**Wednesday: 4:00 PM to ANY TIME**

**Thursday: 7:00 AM to 1:15 PM**

**Friday: ANY TIME**

**Saturday: ANY TIME**

**Sunday: ANY TIME**