

## SUMMARY

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Motivated and dependable professional with strong experience in customer service, sales, childcare, and administrative support. Proven ability to communicate effectively, manage multiple responsibilities, and maintain a high standard of organization and care in fast-paced environments. Demonstrated teamwork, leadership, and technical support skills through school-based volunteering and cooperative education. Eager to contribute to a dynamic team and continue building professional experience.

## EXPERIENCE

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### Dream Bins

2024 - 2025

Customer Service Representative / Sales Associate, Windsor, ON

- Assisted customers with product selection and inquiries, ensuring a positive and efficient shopping experience
- Processed sales transactions accurately and maintained up-to-date knowledge of current promotions
- Resolved customer concerns professionally and promptly to support customer satisfaction and retention
- Helped manage inventory by restocking shelves, organizing products, and reporting low stock levels
- Participated in promotional events and upselling strategies to help exceed sales targets

Private Childcare Provider, Windsor, ON

2017 - 2025

- Provided personalized care for children ranging from infants to school-age, ensuring their safety and well-being
- Planned and facilitated age-appropriate activities to support emotional, cognitive, and physical development
- Prepared nutritious meals and snacks while accommodating dietary restrictions and preferences
- Established daily routines, including nap schedules and educational playtime, to encourage structure
- Maintained a clean, safe environment and handled minor first aid when necessary

## SKILLS

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Hardworking • Time Management • Customer Service • Adaptability • Reliability • Problem Solving • General Administrative Support • Arabic Language • Data Entry

## EDUCATION

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### Tandem Engineering

2023 - 2024

Administrative Assistant (Co-op Placement), Windsor

- Scheduled appointments and organized both digital and physical files || Performed accurate data entry and handled internal communications || Assisted with daily administrative tasks to support smooth office operations

### Walkerville Collegiate Institute

2020 - 2024

Ontario Secondary School Diploma (OSSD), Windsor

## CERTIFICATIONS

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First Aid Certification || CPR Certification || Health and Safety Awareness in 4 Steps || Working together: The Ontario Human Right Code and the Accessibility for Ontarians with Disability Act

## VOLUNTEER EXPERIENCE

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### Walkerville Collegiate Institute

Tech Team Member, Windsor, ON

- Set up and operated audio/visual equipment for school events
- Provided on-site technical support for assemblies, presentations, and announcements

## REFERENCES

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Available upon request.