

Shakil Miah

Toronto, ON | shakil_miah@hotmail.com

Education

ADVANCED DIPLOMA | APRIL 2023 | GEORGE BROWN COLLEGE

- Computer Programming and Analysis

Skills & Abilities

ORAL & WRITTEN COMMUNICATION

- Ability to write and speak clearly, easily understood, and appropriate.

ANALYTICAL THINKER

- Ability to sort and analyze available information in order to gain a thorough understanding of an issue to arrive at an appropriate solution.

CLIENT ORIENTED

- Ability to clients' needs through consistent and quality service.

WORKING EFFECTIVELY WITH OTHERS

- Ability to collaborate with others in a respectful and effective manner in order to achieve organizational goals.

Professional Experience

CUSTOMER SERVICE REPRESENTATIVE | INDIGO PARK | 02/2017 – PRESENT

- Inform and advise clients on the products and services offered.
- Assist clients with filling out various forms and then enter the data into the parking management system using excel.
- Assist clients with their inquiries through the lot's intercom system, over the phone, and in person.
- Support clients with their use and navigation of parking facilities and equipment.
- Validate all defective ticket outputs for clients at exit.
- Conduct daily site inspections.
- Maintain and repair exit gates and payment terminals as required.
- Create daily reports that tally up all cash, credit card, and debit card payments.