

SHERAAZ KHAN

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Job Title

Technical Support | Self-Motivated | Customer Service

Highlights of Skills

- Capable of conducting in depth root cause analysis as well as possess knowledge of compliance technologies
- Excellent verbal and written communication skills with ability to communicate technical concepts and details
- Ability to multitask and have a strong sense of urgency while maintaining the highest level of efficiency during tasks
- Proven ability to work independently and as a team player with strong problem-solving skills and the passion for quality performance
- Advanced analytical and investigative skills with the ability to think creatively and offer strategic solutions
- Extremely organized with high attention to detail and strong documentation skills

Technical Skills

- **Web Technologies:** HTML 5, CSS, JavaScript, Figma
- **Programming & Scripting Languages:** C#, Python, Unity Engine
- **Applications:** Microsoft Office Suite (Word, Visio, Excel, PowerPoint), Adobe (PhotoShop, Illustrator, AfterEffects, XD, DreamWeaver)

Education

Software Engineering – Diploma

January 2021 - Present

Centennial College, Toronto, ON

Relevant Courses:

Massage Therapy Program – Diploma

September 2010 – April 2012

Royal Canadian College of Massage Therapy, Toronto, ON

Work Experience

Dietary Attendant

CAMH Canada

September 2007 -

Present

- Assist with on-the-job training of new staff members in the nutrition services department

- Assemble food menus when necessary and conduct consultations with a Dietitian or Nutrition Services Supervisor to identify and serve to patient's needs
- Effectively assemble food items and meals for patients in accordance with set menus and portion standards
- Deliver food to patients in their rooms or dining area in a timely manner
- Prepare, clean, and sanitize areas of dining and other spaces as needed
- Follow established safety procedures for all food and equipment handling to avoid incidents and errors, as well as ensure the correct labelling of food and leftovers
- Successfully maintained professionalism and composure when handling escalations and demonstrate sensitivity to audience diversity

Massage Therapist

**August 2012 - March
2019**

Mobile Massage Therapist for BodyVite (Privately Owned Company)

- Assessed the root cause of pain and discomfort in patients and provided appropriate kneading and massages for muscles and soft tissues
- Utilized a wide range of manipulation techniques to reduce pain and assisted patients in increasing their range of motion through consistent therapy
- Maintained excellent records of patient health and treatment options while ensuring all information remained private and confidential
- Explained the possible causes of pain on a case-by-case basis and offered instructions on how to complete strengthening exercises at home for continued support
- Collaborated with other health care providers as needed to ensure the patient receives the best quality care in all aspects
- Promoted relaxation techniques for patients as needed to ensure the maximum benefit of the massage outcome
- Used effective customer service skills to meet the service standards and expectations of patients
- Successfully managed all operations and administrative tasks of the business from start-up, as well as developed, and maintained the company's website to attract clients

Technical Assistant 2009

November 2006 - December

Dharie Technology Center (Trinidad & Tobago)

- Responsible for maintenance of hardware and software
- Responsible for training new staff members
- Responsible for locally assembling computers (sometimes 10 in one day) and installing necessary software for operational use
- Provided solutions for Point of Sales business application
- Communicated with clients over the phone to help address software issues
- Install and configured security systems and train clients in the proper uses of the systems
- Acquired a more demanding Human Resources role by addressing workers and customers concerns and fielding questions.

- Provided invaluable support to the office, researching relevant technology and presenting results in a concise and timely manner