

# Razeen Rahman

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## Summary of Qualifications

- A plethora of experience in providing an inclusive and high quality customer service experience in a variety of fields including retail, food service and negotiation.
- 9+ years of experience building, maintaining and troubleshooting desktop computers along with connected technologies (audio, video, peripherals, etc.) as well as maintaining customer/client relationships.
- Passion for problem solving and dedication to providing the highest standard client experience; evidenced by a history of customer service roles in a variety of different fields.

## Education

September 2016 - Present

**Centennial College - Software Engineering Technology (Adv. Diploma)**

Graduated 2012

**West Hill Collegiate Institute - Ontario Secondary School Diploma (OSSD)**

## Experience

### **PC Building, upgrade and Repair (September 2012 - Present)**

- Built custom computers for clients per their required specifications and upgraded computer hardware.
- Troubleshooted hardware and software issues for client computers.
- Maintained client relationships through catered and inclusive customer service experiences.

### **Generalist at Osmow's (January 2020 - May 2020)**

- Proven success in a fast paced and high volume environment; greeted customers and took their orders while also cooking and preparing orders.
- Succeeded in providing a high quality customer experience while managing online (UberEats & SkipTheDishes) orders; measured the timing to ensure that orders will still be warm for each customer.
- Maintained a high standard of cleanliness of the premises and equipment during the first wave of the COVID-19 pandemic.

### **Shipping Label Station Operator at Clio Oz (October 2016 - November 2016)**

- Identified inefficiency in the label making process rooted in manual data entry systems; thus created and managed databases of shipping and product information for multiple clients and product groups, allowing for a more streamlined experience with client information.
- Printed and organized shipping information for various products and clients.

### **Collection Agent at Total Credit Recovery (August 2015 - January 2016)**

- Negotiated settlements and provided technical support for customers in both an inbound and outbound call center environment.
- Supported inbound callers through technical challenges in making payments.
- Prioritized empathizing with the customers, resulting in smooth settlements; leading to a peak monthly return of triple the department standard.

### **Customer Service Representative at The Home Depot (April 2015 - August 2015)**

- Assisted a diverse pool of customers in finding their desired products and worked alongside them to select the best tools and equipment for their needs.
- Maintained a friendly and supportive attitude toward customers in every situation so as to find the best solutions to their specific situations.