

Umer Syed

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SKILLS & QUALIFICATIONS

FINANCE

- Ability to communicate, good understanding of financial reporting and accounting principles, ability to work on analytical reports with commercial acumen;
- Knowledge and experience with various software
- Ability to manage performance; Exceeded daily and monthly sales goals contributing to overall branch success in a target-driven sales environment.

COMMUNICATION & CUSTOMER SERVICE

- Bilingual; Fluent in English and Urdu (verbal & written); Hindi (verbal); Actively Learning French-BBB;
- Professional and positive attitude focused on delivering top-of-the-line customer service;
- Strong interpersonal skills, Educated clients on online services and accessible technology related to making their day to day life easier.
- Expert communicator and presenter with 6+ years of experience dedicated to community development and advocacy;
- Result oriented; focus on the bottom-line results independently (with minimal supervision);
- Excellent communication skills used with challenging clients to find innovative approaches and new ways of thinking with great attention to detail.

ADMINISTRATION & INFORMATION TECHNOLOGY

- Managing office technology; records management and cash balancing;
- Professional behavior and attitude; Data collection, analysis and inventory management;
- Supervising others; interviewing skills; team building; conflict resolution; delegation
- Proficient in software and languages including: Microsoft Suite, Adobe Suite, Oracle DB, HTML, CSS, React.js, Node.js and other related suites

LEADERSHIP

- Team building; Extensive experience in a leadership role with various community groups; planning social events, provide functional advice and guidance to employees;
- Leading a project at work (Planograms, Team lead, Employee Committee)
- Training new employees (Presentations, workshops and content)

EDUCATION

- **B.A Criminology**

Carleton University

September, 2013 - April, 2019

Ottawa, ON

- **Certificate Full Stack**

Development with

React & Node JS

Carleton University

October, 2021 - May, 2022

Ottawa, ON

PROFESSIONAL EXPERIENCE

- **Certified Specialist**
(2018-2023)
Best Buy (Ottawa, ON)
- **Manager of IT**
(2017-2018)
CanadaCars
(Kitchener, ON)
- **Parts and Service
Advisor** (2016-2017)
Cambridge Hyundai
(Cambridge, ON)

- **Cashier (2014)**
Lowes (Waterloo, ON)
- **Sales Associate**
(2012-2014)
Walmart Canada
(Waterloo, ON)

VOLUNTEER & COMMUNITY INVOLVEMENT

- Waterloo Mosque
- Online Tutoring
- MSA
- TESPA
- Junior Achievement