

NEZIRA USMAEL

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OBJECTIVE

To obtain employment so that I can best utilize my skills and abilities to increase profits for the company.

HIGHLIGHTS OF QUALIFICATIONS

- Over 3 years of providing excellent customer service in the retail sector
- Innate ability to establish successful working relationships with customers and co-workers
- Adapted effective problem solving techniques to help irate customers
- Responsible, flexible, honest, reliable and positive attitude towards people & work
- Served a client who placed more than 50 orders during rush hours and was able coordinate and deliver in timely manner

RELEVANT EXPERIENCE

Cashier/Customer service, No Frills 2011-2013

- Greet customers in friendly, courteous manner
- Process customer grocery order, including cash, debit, and credit transaction
- Work effectively with team members to ensure excellent customer service
- Know the produce codes by memorizing them

Cashier /supervisor Assistant, Exhibition Place 2009-2012

- Processed customer order, including cash, debit and credit transactions
- Cleaned workstation, and replenished products at the start and end of each shift
- Entrusted by my manager to work the busiest shift due to my reliability and efficiency

Peer Leader, North York Community House 2009-2010

- Made calls to provide support and encourage participants to use our programs
- Participated in creating new programs to encourage the youth
- Processed orders, forms, applications , requests and verified client information
- Assisted clients with the details of their contract's terms and conditions.

Cashier, McDonald's 2007-2008

- Greeted customers, and received payment by cash, credit card and debit
- Demonstrated ability to multi-task while processing customer orders
- Maintained composure while under pressure during rush hours

Teacher's Assistant (Volunteer), Bowmore Public School

- Assisted in planning Fall Fair by providing ideas that would make the fair a success
- Sold tickets, food, beverages, and helped in the supervision of the children

EDUCATION and ACHIEVEMENTS

Received **Dental Assistance Diploma** 2014
Received **Certificate for Communication & Customer Service Excellence** December, 2010

Completed **WHMIS Training**
Received **Certificates for the Highest Mark**
Awarded as **Honour Student**
2008

December, 2010
2006, 2007, & 2008
2006, 2007, &

~References available upon request~