

# **Welid Adem**

**21 Independence Drive | Scarborough, Ontario M1K 3R7**

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## **Objective**

To Gain an Understanding of how to provide good customer service and obtain knowledge of the day-to-day operation of stores.

## **Qualification & Skills:**

- Strong customer service skills ability to deliver effective listening skills to identify client's needs to provide effective solutions ensuring customer satisfaction.
- Excellent teamwork skills with ability to work with levels to staff.
- Accountable and dependable with strong time management and organization skills with ability to manage multiple tasks to meet deadlines.
- Advanced proficiency in Microsoft office suite including Word, Excel and PowerPoint.
- Multilingual (English, Arabic and Tigrinya).

## **Education**

- City Adult Learning Center, Toronto, Ontario
- Centennial College , Software engineering technology - Diploma

## **Work Experience**

### **Experience**

Nov 12-2015 – Nov 15-2016

Call center agent | Pioneers Outsourcing | Riyadh, SA

Receive complains and connect the customer with the appropriate department alongside being in

tech support with the Ministry of foreign affairs.

April-20-2019 – Recent

Barista | Starbucks Coffee | Toronto, Canada

