

Ziyad Khan

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Education

NETWORKING AND IT SECURITY | SEPTEMBER 2024 - APRIL 2027 | ONTARIO TECH UNIVERSITY

Skills and Technologies

Languages: Java, JavaScript, Python, C#, HTML, CSS

Soft Skills: Excellent leadership skills, with proven ability to mentor

Work Experience

SALES ASSOCIATE

CANADA COMPUTERS WHITBY

OCTOBER 2023-SEPTEMBER 2024

- Leveraged extensive knowledge in technology to provide expert advice and product recommendations to customers
- Demonstrated strong troubleshooting skills to address customer inquiries and resolve technical issues promptly
- Achieved recognition as the leading sales representative within the first month of employment
- Maintained up-to-date knowledge of the latest technology trends and product releases
- Handled customer complaints and concerns professionally, striving for resolution and customer satisfaction
- Proactively engaged with customers to build relationships and foster repeat business.
- Collaborated with team members to ensure a positive and seamless customer experience

LEAD TEACHER

JUNE 2023-AUGUST 2023

ENGINEERING FOR KIDS

- Designed and developed engaging and age-appropriate curriculum materials and lesson plans related to engineering and STEM concepts
- Attended workshops, conferences, and professional development opportunities to enhance teaching skills and knowledge.
- Lead and facilitate hands-on learning experiences, workshops, and classes for children in various engineering disciplines, encouraging their creativity, problem-solving skills, and critical thinking abilities

SHIFT LEADER & CUSTOMER SERVICE AGENT

DOREL HOME PRODUCTS

JANUARY 2021 – JANUARY 2023

- Resolved customer complaints or issues through active listening and problem-solving skills
- Answered customer inquiries and provided product/service information
- Processed part orders, issue customer credit and product returns/exchanges
- Maintained a professional demeanor and positive attitude at all times
- Collaborated with other departments to improve overall customer experience and satisfaction
- Handled escalated customer issues and provide solutions to ensure customer retention
- Created and maintained a positive and supportive work environment for the customer service team