

1003-2 Sonic Way
Toronto, ON M3C0P2
(438) 354 - 1994
AlhakamiAsem@gmail.com

ASEM AL-HAKAMI

Dedicated and results-oriented professional with extensive experience in customer service, supervision, and department management. Currently advancing my technical skills through a Computer Programming diploma at Seneca College. Proven leader with a track record of enhancing team productivity and improving operational procedures. Passionate about delivering exceptional service and driving company success. Adept at managing multiple priorities in fast-paced environments while maintaining a focus on customer satisfaction and operational excellence.

May 2022 - Present

Diploma in Computer Programming
Seneca College

- Creativity
- Leadership
- Organization
- Problem solving
- Teamwork

Aug 2014 – April 2017

Bachelor's in Architecture
University of Michigan

2021 - 2024

Department Manager
Walmart

Managed department operations, ensuring compliance with company policies and high standards of customer service and staff productivity.

2019 - 2020

Supervisor
Reconnect

Oversaw daily activities, ensuring efficient service delivery and alignment with organizational goals. Coordinated team efforts in community programming and client interactions.

2018 - 2019

Customer Service Representative
Amazon

Provided high-quality customer service, handling inquiries, and resolving issues promptly. Enhanced customer satisfaction by ensuring accurate order fulfillment and timely responses.