**Ali Mir**

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Cell: 403-971-0809

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**Work Experience**

***September 2019 to June 2020***

***Kite Marketing/Bank of Montreal***

***Sales Representative***

***March 2017 to November 2019***

***Tim Horton’s Calgary***

***Employee***

* Greeted customers and provided excellent customer service
* Built loyal clientele through friendly interactions and consistent appreciation.
* Reported to each shift on time and ready to work.
* Promptly and empathetically handled guest concerns and complaints
* Receiving payments through credit cards, cash, vouchers or automatic debits
* Issue of receipts, refunds, credits, or change due to customers
* Providing products and services to customers in a fast and efficient manner
* Restock of items throughout the store
* Sustaining a cleansed and sanitary workspace
* Upselling products to each and every customer

***September 2021 to Present***

***Best Buy Calgary***

***Mobile and Smart Living Advisor***

* Increase credit card customers
* Engage and educate customers on product usage
* Convey brand information to customers and respond to questions/inquiries that arise
* Responsible for daily/monthly sales targets
* Investigate and address competitors’ activities
* Prioritize and schedule proactive calls to organization’s accounts
* Update and manage contact database with accurate profiles, notes, and relevant information
* Undertake the responsibility of training new sales representatives
* Match sales opportunities that cover other products involving various sales representatives
* Promote BMO credit cards at various events that take place across Calgary
* Fall Homeshow
* Activated service plans for customers, adding and removing features based on customer needs.
* Sell mobile devices, service plans, protection plans, and accessories.
* Completed activation of new mobile devices and changes to mobile service plans.
* Educated on all service plans and devices for all domestic wireless companies on a daily basis.
* Managed 'up-selling' customers with their equipment and service plans.
* Provided customers with personalized service and exceptional level of product knowledge and expertise.
* Operated a POA and POS system to perform activations, inventory, sales, and credit checks.
* Greet customers, and answer any questions they may have about mobile phones, or accessories.
* Handled contractual agreements between customers and wireless providers
* Develop, maintain and communicate strong, up-to-date knowledge of wireless products, accessories, pricing plans and service features
* Experienced with all Windows, Android, and Apple systems as well as programs that correspond to their mobile devices
* Inform and sale customers the latest mobile technology including cell phones, tablets, and accessories.
* Developed strategies to sell wireless products, accessories, wireless plans, and service add-ons to meet company wide sales goals.

**Education**

* Sir Winston Churchill High School Calgary, AB, Canada
* Recipient of Alexander Rutherford Scholarship

**Extra-Curricular**

Cadets (2013-2017)

* Reached rank of sergeant
* Advanced leadership skills
* Survival skills
* Leadership/Staff Cadet
* Basic First Aid training

**Volunteer**

* Volunteering Graveyard clean up
* Scotia Bank Half-Marathon- handed out water to runners
* Poppy sales
* Score keeper for school basketball games

**Skills**

* Leadership skills
* Fast learner​
* Skilled up-seller
* Extensive product knowledge
* Experienced at providing basic first aid
* knowledgeable on the latest tech
* Dedicated team player

**References**

*Nasira Khalid 2017-2019*

Company: Tim Hortons

Manager

Capacity: Employee

Calgary, Alberta

Phone Number: 587-703-1956

*Shahbaz Khan 2019-2020*

Company: Kite Marketing

Manager

Capacity: Sales Associate

Calgary, Alberta

Phone Number: 403-608-5861

*Roy Sri Monojit 2021-Present*

Company: Best Buy

Assistant Manager

Capacity: Mobile & Smart Living Advisor

Calgary, Alberta

Phone Number: 4036675854