**AMNA SYEDA**

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**KEY STRENGTHS**

◊ Customer Service Excellence ◊ Adaptable ◊ Problem-Solving ◊ Results Oriented

**WORK EXPERIENCE**

**Sales Coordinator 2020 – Present**

Marshall’s – TJX Canada, Ajax

* Greets customers, screens for Covid-19, and ensures store is at the correct capacity
* Gives instructions to sales associates for keeping store shoppable and systematized
* Organizes merchandize and displays it appropriately in order to have maximum sales, applies sensors to limit theft
* Opens and closes store and cash registers at beginning and end of day

**Optometrist Assistant/Receptionist 2020**

Dr. Jennifer Lee and Associates, Pickering

* Contacted and communicates professionally with patients and other clinics through phone, email, fax as required
* Instructed patients regarding correct procedures for care after eye surgery, strengthening the eye, and wearing lenses properly
* Assisted patients in choosing frames and purchasing glasses; instructs patients in care and use of glasses or contact lenses
* Performed scheduling duties and customer reminder calls, bills primary insurance directly for patients

**Bookkeeper/Receptionist 2016 - 2019**

Federal Auto Repairs and Car Sale, Pickering

* Maintained financial records and bills for auto repair shop
* Greeted customers through phone and in person to book them in for appointments
* Contacted and communicated professionally with clients through phone, email, fax as required
* Strong communication skills including relationship-building with returning and regular customers

**Team Member 2017 - 2019**

Tim Hortons, Ajax – Salem & 401

* Worked in high stress and fast paced environment and supervised/trained employees
* Prepared food and beverages such as sandwiches and hot/cold drinks
* Performed maintenance duties such as sweeping, mopping, and disposing garbage
* Stocked storefront and freezers, performed inventory and monetary bookkeeping
* Took necessary steps to meet customer needs and resolve food or service issues

**EXTRA – CURRICULAR EXPERIENCE**

**Volunteer**

Lakeridge Health, Oshawa  **2019**

* Assisted hospital employees in caring for patients and visitors
* Answered telephones, filed documents, performed data entry, and ran errands
* Restocked closets, escorted visitors, and did cleaning/sanitation tasks

**Volunteer 2018**

Health and Wellness Peer Program, University of Toronto

* Collaborated with campus peer programs, student groups, and health departments to provide educational opportunities such as displays, walkabouts, and events
* Taught and mentored young adults and children in the program
* Reviewed applications for open positions in the program and interviewed potential candidates

**EDUCATION**

**University of Toronto 2017-2021**

* Honors Bachelor of Science (H.BSc), graduated in April 2021
* Completed a double major in Human Biology and Neuroscience

**ADDITIONAL**

**Language**:

* Fluent in English, French, Urdu, and Hindi

**Proficient in operating electronic inventory systems and Microsoft Office.**

**REFERENCES**

Available upon request