

AMNA SYEDA

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KEY STRENGTHS

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

WORK EXPERIENCE

Sales Coordinator

2020 – Present

Marshalls – 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 merchandise 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

2019 - 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
- 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 Scarborough

- 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 School of Continuing Studies

2021 - Present

- Completing an accelerated course in coding and web design to become a full-stack web developer
- Uses front-end HTML, CSS, JavaScript, back-end languages (Python, PHP, Ruby), database storage, HTTP, REST, and NPM

University of Toronto

2017 - 2021

- Obtained an Honors Bachelor of Science (H.BSc), graduated in April 2021 with 3.7 GPA
- Completed a double major in Human Biology and Neuroscience
- Working towards obtaining master's degree in clinical psychology

ADDITIONAL

Language:

- Fluent in English, French, Urdu, and Hindi

Proficient in operating electronic inventory systems and Microsoft Office, along with RStudio, JavaScript, JSON, and Python.

REFERENCES

Available upon request