

Muhammed Arham

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Experience

Cashier / Customer Service

June 2020 - Sep 2021

Burger King

- Managed cash transactions accurately and efficiently, ensuring a smooth checkout process for customers.
- Demonstrated strong communication skills by assisting customers with inquiries, concerns, and special requests.
- Collaborated with team members to maintain cleanliness and organization in the dining area and behind the counter.
- Upheld food safety standards and protocols to guarantee a safe and hygienic environment for both customers and staff.

Sandwich Artist

Sep 2021 - June 2022

Subway

- Crafted delicious and customized sandwiches, wraps, and salads according to customer preferences and Subway standards.
- Operated efficiently in a fast-paced environment, managing multiple orders and ensuring timely service.
- Interacted with customers courteously, addressing their needs, answering questions, and providing recommendations
- Demonstrated reliability and teamwork by contributing to a positive work atmosphere and assisting colleagues when needed.

Assistant Manager

Oct 2023 - Feb 2024

Stamp On

- Designed and created personalized products, including mugs, shirts, pillows, engraved chains, and custom license plates, tailored to customers' specific needs and preferences.
- Managed customer service interactions, addressing inquiries, resolving complaints, and ensuring high customer satisfaction.
- Trained and supervised junior staff, ensuring product quality and efficient workflow in a fast-paced environment.
- Collaborated with suppliers to maintain inventory, ensuring timely stock replenishment and minimizing product shortages.
- Assisted with marketing efforts, including product displays and in-store promotions, to enhance the customer experience and drive sales

Guest Service Agent

Jul 2022 - Present

Marriott International

- Enhanced user experience for guests by implementing personalized digital check-in processes and streamlined booking interfaces
- Conducted training sessions for hotel staff on utilizing digital tools and platforms, improving overall operational efficiency and guest satisfaction
- Acted as a liaison between guests and various departments to ensure seamless communication and prompt resolution of issues.
- Implemented innovative digital solutions to streamline guest requests and feedback collection, improving overall guest satisfaction by 20%

Software Engineer Intern

Oct 2023 - March 2024

Frontend Simplified

- Transformed a completely static HTML, CSS, JavaScript and React single page application into an interactive user interface using animations, transitions and carousels
- Delivered professional websites using HTML5, CSS3 (+ SCSS, BEM), JavaScript and React best practises
- Improved website performance by compressing, caching and lazy loading images and components

- Included SEO, responsive, multi-platform and hosting support, enabling their website to be used by any browser or device in the world

Frontend Developer Support

Oct 2023 - March 2024

Frontend Simplified

- Supported 1,000+ students using HTML, CSS, Flexbox, JavaScript and React best practises
- Utilized debugging best practises using Google Chrome inspect element tooling
- Simplified difficult programming concepts including responsive website development, CSS layout, Promises and API requests

Education

Walter Murray Collegiate

Sep 2018 – June 2022

Frontend Developer Bootcamp

Mar 2023 – Dec 2023

University Of Saskatchewan
Bachelor of Computer Science

Sep 2022 – Present

Certifications

French Bilingual Certification

First aid / CPR Certification

Skills

Languages: English, French, Urdu, Hindi, Punjabi

Skills: Problem-solving abilities Critical thinking, Communication skills, Adaptability, Attention to detail, Guest experience, Time management, Conflict resolution, Positive attitude

Tech Stack: Python - JavaScript - Java - C - React.js - Next.js - Vue.js, - Vuex - Nuxt.js - Solid.js Firebase v8-v9 - Redux - SPA using HTML5 - CSS3 - JS Frameworks Development using ES6/ES7 - Responsive web development - Package managers - NPM - Yarn - CSS precompilers - SASS - Tailwind CSS - Clean coding practices - BEM, ESLint - Version control - Git - Rest APIs