

Arshia Keshavrz Motamedi

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🌐 Toronto, ON

Dynamic IT enthusiast with a diverse skill set in technical repair, programming (SQL, C++, JavaScript, HTML, CSS), and exceptional customer service. Experienced in tech maintenance and banking, with strong abilities in cultural and linguistic navigation. Committed to continuous learning, excellent in organization and teamwork. Seeking a role to leverage innovation, problem-solving, and communication skills.

Experience

- **Customer Service Representative** *Pars Company, Qazvin, Iran | Jan 2020 – Aug 2023*
 - - Excelled in diagnosing and resolving technical issues, ensuring customer satisfaction with repairs or replacements of equipment.
 - - Specialized in solving connection problems in Iran, enhancing access to international websites.
- **IT Specialist** *Mehr Iran Bank, Qazvin, Iran | Aug 2017 – June 2023*
 - Hired for my proven skills in computer science, recognized through national competitions.
 - Ensured stable and secure network operations, specializing in solving connection issues.
- **Repair Specialist** *Mehr Iran Bank, Qazvin, Iran | Sep 2019 – June 2023*
 - Promoted for my IT skills, handling maintenance and repair of technology across 17 branches.
 - Managed regular maintenance of essential equipment, minimizing operational downtime.

Education

- **Seneca Polytechnic** *Status: Full-Time Student, Expected Graduation: Summer 2024*
 - Ontario College Diploma, Computer Programming (CPP Program)
- **Shahid Rajayie High School** *Status: Graduated, Class of 2018*
 - High School Diploma
 - GPA: 4

Skills

- **Communication:** Proficient in written and oral English and Persian, with strong teamwork and customer interaction skills.
- **Problem-Solving:** Excellent at identifying issues and devising solutions, critical in all professional roles. **Teamwork:** Demonstrated ability to work collaboratively, fostering teamwork in diverse environments.
- **Technical Skills:** Expert in electronic equipment repair, system troubleshooting, and conducting upgrades.