

ZEESHAN MOHAMMED

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OBJECTIVE:

To obtain a secure career that will enable me to utilize my strong organizational skills and work-ethics.

CAREER PROFILE:

- Ability to stay calm under pressure and prioritize work flows
- Ambitious, performance driven and self-starter with hands-on experience
- Confident when dealing with clients
- Excellent communication, interpersonal and organization skills
- Great ability to multitask while maintaining close attention to detail
- Honest, reliable, adaptable, takes initiative, precise and collaborating
- Multilingual in English, Urdu and Hindi
- Positive and energetic winning attitude
- Problem solver and team-player
- Relates to people of diverse cultures and remains sensitive to their needs
- Self-motivated and dedicated employee
- Work highly well under pressure and work well while multitasking
- Work well independently and in a team environment

EDUCATION:

2015 – **Video Game Design & Development @ triOS College**

Present

2007 – 2011 **West Hill Collegiate Institute**

QUALIFICATIONS:

- Class C First Aid and CPR Training
- Ontario Secondary School Diploma Certificate

COMPUTER SKILLS:

- Network Troubleshooting
- Microsoft Office 2007/2010/2013
- Adobe Photoshop and Fireworks
- HTML, JavaScript, C++ and C

WORK EXPERIENCE:

2013-Present

The Home Depot, **Sales Representative**

- Assisting customers in locating items and answering their queries related to products
- Checked and update inventory as needed
- Ensuring compliance to safety policy defined by the store management team
- Ensuring each customer receives quality service
- Executing the daily day-to-day goals and priorities set by the management
- Greet and communicate with customers and associates with respect

- Help associates with unpacking and organizing merchandises
- Maintaining awareness of all advertisements and promotions
- Organize and restock products on shelf
- Performed cashier duties when needed

2011-2012

Gemma Communication, **Call Centre Agent**

HBC Capital One Inbound Credit Card Activation

- Achieved a daily sales target
- Assist with the activation of the card
- Develop proper protocols to up sell the Account Protector coverage
- End calls in a calm manner
- Greet customers at the starting of the call
- Rebuttal to appropriate customers when selling insurance
- Transfer calls to proper departments after the activation is complete

2010-2011

Gemma Communication, **Call Centre Agent**

Rogers Outbound Telemarketing

- Attend calls in a friendly and polite manner
- Achieve excellent call control while handling customers
- Close the call in a gentle manner
- Comfort upset customers in calm manner
- Satisfy customers by using innovative examples and past experience
- Up sell products to existing customers

VOLUNTEER EXPERIENCE:

2008 – 2010

Printing Press Inc. **Sales Associate**

- Arranged crucial appointments over the phone and in-person
- Handled ordering, checked deliveries and stocked all the products on the shelves in well manner
- Helped consumers with general promotions in store and all store products
- Managed incoming and outgoing calls
- Made outbound calls to customers with overdue payments and general inquires
- Maintain clean work area as required by company policies
- Opened and closed the office at the right time
- Update and mail invoices using SAGE Business Vision Software
- Welcome customers upon arrival in a proper manner

References available upon request