**Zeeshan Mohammed**

4 Leameadow Way. Scarborough, ON. M1B 2P2

Email: zee\_shan265@hotmail.com

Phone: **H** 647.827.6200 **|** **M 416**.878.8426

**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 – Present* | **Video Game Design & Development @ triOS College** |
| *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***