Muhammad Abdulsalam

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Professional Summary

Results-driven professional with a solid background in computing, and customer service and sales experience. Proven track record of delivering exceptional customer experiences and resolving inquiries efficiently. Skilled in building strong customer relationships, identifying needs, and providing tailored solutions. Excellent communication and interpersonal abilities, combined with a deep understanding of technical systems, to ensure customer satisfaction and drive business growth.

Education

Centennial College   **Expected December, 2023**
Software Engineering, Advanced Diploma.

Christ Vision College   **July, 2019**
High School Diploma (Sciences)

Experience

Swiss Chalet   **Toronto, ON**
Cashier   **Nov. 2022 – .**
- Processing customer payments accurately and efficiently.
- Handling cash transactions and operating point-of-sale (POS) systems.
- Providing excellent customer service and addressing customer inquiries or concerns.
- Assisting with basic administrative tasks such as taking reservations, answering phone calls, and managing customer seating arrangements.

Domino's Pizza   **Toronto, ON**
Customer Service Representative   **Feb. 2022 – Oct. 2022**
- Responded promptly and courteously to customer inquiries, concerns, and complaints via phone, email, and in-person, ensuring customer satisfaction and timely issue resolution.
- Efficiently processed customer orders using the company's ordering system, while actively promoting additional products and promotions to maximize sales opportunities.
- Collaborated with kitchen and delivery teams, ensuring orders were prepared and delivered accurately and on time, while maintaining effective communication to exceed customer expectations.
- Handled cash transactions, maintained cash register operations, and upheld company policies and procedures, providing accurate change and exceptional customer service.

Technical Skills

Programming Languages- C#, Python, SQL
Web Technologies- HTML5 & CSS3, JavaScript
Operating Systems- Linux/Unix
Others- Agile & Scrum Methodologies, Shell Scripting.

Certifications

Emergency First Aid & CPR/AED level C- Canadian Red Cross