

# Daniyal Ahmed

Toronto, ON

[DANIYALAHMED@HOTMAIL.CA](mailto:DANIYALAHMED@HOTMAIL.CA)

(647) 545-6918

Looking for valuable experience in a reputable company where I can expand my skillset.

## Work Experience

---

### **Associate**

Penguin Pick-Up - Toronto, ON

March 2020 to Present

- Efficiently and accurately processed customer transactions with special billing requests
- Resolved customer complaints and answered customers' questions regarding company policy and procedure
- Delivered, received, and handled hold-out packages from Canada Post, Purolator, DHL, and FedEx.
- Managed, received and organized 10kg-500kg IKEA orders
- Created shipments/labels for Purolator, DHL, and FedEx.
- Experience creating and editing payments on the Shopify app for iOS

### **Student Storeperson**

Toronto Transit Commission - North York, ON

June 2021 to August 2021

- Worked in a materials and procurement warehouse
- Took orders and packed items for customer deliveries
- Organized materials
- Manually inspected items
- Loaded and unloaded merchandise
- Processed delivery reports and inventory
- Operated forklift and pallet jack

### **Market Research Interviewer**

KGS Research - Scarborough, ON

May 2019 to July 2019

- Called outbound to do market research for third parties
- Responsible for maintaining a friendly attitude in any situation
- Efficiently and accurately processed clients answers using computer software

### **Customer Service Representative**

RELIANCE HOME COMFORT - Toronto, ON

September 2018 to November 2018

- Provided technical assistance to customers regarding reliance products and services
- Promoted company products, services, and savings plans when appropriate
- Provided accurate information about product features, and product availability to determine customers' preferences

- Efficiently and accurately processed customer transactions with special billing requests
- Resolved customer complaints and answered customers' questions regarding company policy and procedure

### **Student Vice-President**

Mowat Entrepreneurship Club - Toronto, ON

June 2017 to September 2017

- Collaborated with other students to create, implement, and manage entrepreneurship initiatives
- Designed and coordinated events to meet members as well as encourage new ones to join

### **Student Volunteer**

Centennial Sports Camp - Toronto, ON

September 2013 to September 2014

- Organized and engaged in activities for the children's summer program
- Supervised and coordinated activities in a caring, safe, nurturing and stimulating environment

## Education

---

### **DCS / DEC in Software Engineering Technology - Artificial Intelligence CO OP**

Centennial College - Toronto, ON

April 2020 to Present

### **Secondary School in STEM**

Sir Oliver Mowat Collegiate Institute - Scarborough, ON

September 2013 to July 2017

## Skills

---

- Java (1 year)
- Javascript (Less than 1 year)
- Css (Less than 1 year)
- C++ (Less than 1 year)
- Html (Less than 1 year)
- Microsoft Office (3 years)
- Mysql (Less than 1 year)
- Packaging (2 years)
- Heavy Lifting (3 years)
- Loading and Stocking (3 years)
- Customer Service
- Sales
- Communication Skills
- Warehouse Experience
- Organizational Skills
- C/C++

- Microsoft SQL Server
- HTML5
- Linux
- Git

## Certifications and Licenses

---

### **Security Guard License**

May 2021 to August 2022

### **Forklift Operator**

June 2021 to June 2023