

FATIMA KHALID

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29 Scarborough Golf
Club Rd.
Scarborough, ON
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OBJECTIVE

To secure a part-time position in which I can demonstrate my enhanced skills to perform daily duties and help deliver exceptional customer service.

EXPERIENCE

Insurance Agent, RBC Insurance; Mississauga, ON—2019-2022

- Provided clients with insurance advice and solution based on their needs
- Performed front-line underwriting at the second level by evaluating insurance risk and ensured clients were being charged correct premiums
- Updated client profiles using various systems, tools, and resources simultaneously while building rapport with clients
- Ensured monthly sales and performance goals were exceeded enough to qualify for an annual bonus each year

Sephora, Cashier; Brampton, ON— 2016-2019

- Process transactions returns/ exchanges while suggesting other products suitable for the clients' needs to ensure a positive experience and client retention
- Cross trained into different roles in order to assist managers with staff shortage
- Trained other cashiers and consultants on Point-Of-Sale (POS) systems
- Zoned different makeup isles to make sure the store remained clean and organized

EDUCATION

Centennial College, Scarborough, ON — 2022- Current

Working towards a Diploma of Software Engineering Technician, *final year*

Heartlake Secondary School, Brampton, ON — 2013

SKILLS

People oriented; enjoy working directly with customers and the general public. Strong interpersonal skills and highly organized. Strong computer skills and ability to work efficiently in Customer Connect, TSYS, MS Word, Excel, Outlook, etc. Strong programming skills with familiarity in HTML, JavaScript, C# and Java. Excellent communication skills along with fluency in English, Urdu, and Hindi.

REFERENCES

Available upon request.