MAHSA GHASEMI

# Education:

# Personal Information

Address: 212 Patricia Ave, NorthYork, ON

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# Skills

Computer skills: ICDL: Advanced, windows XP, SEVEN, EIGHT, TEN.

Excellent communication skills

Strong ability to multitask in fast paced environment

Positive and friendly personality

Strong sales

Great problem-solving skills

Bilingual (English and Farsi both written and oral)

**IT engineering**

Zanjan university; Iran

Sep 2011-Dec 2015

**Business Management**

Toronto school of management; Toronto, On, Canada

January 2020 - January 2021

**Computer Programming**

Seneca College; Toronto, On, Canada

Sep 2021

# Experience:

Customer Service agent **January 2015 - June 2016**

### Asiatech Data Transmission Company (ISP), Iran

* handling calls, support requests, and ensuring customer satisfaction
* Delivering appropriate action for each call by answering their questions, completing a sale or transferring the call to the specialized department if necessary.

Marketing department **July 2016 - Dec 2019**

### Takfam Monitoring Company, Iran

* Introduce and offer new system to customers
* handling calls, support requests, and ensuring customer satisfaction.

Cashier **May 2020 – present**

Shawarma plus, Toronto (6373 Yonge St Unit B, North York, ON M2M 3X9)

Local restaurant.

* Answering phone and getting takeout orders
* Processing and receiving payments

Server **January 2021 - present**

Darbar Persian Grill (2015 Avenue Road)

Darbar Persian Grill is a Persian restaurant which serves a menu of Persian specialties.

* Sell foods and taking care of Uber and Takeout.
* Taking care of Uber Eats, Door dash, Ritual, Skip the dishes
* Answering phone and getting takeout orders
* Serving food and explaining menu items
* Working in the kitchen and preparing ingredients of foods
* Changing items and adding new items to menu

packing October 2021 – present

Amazon warehouse (YYZ7 Fulfillment Centre)

* Packing products