***Hamza Ishfaq***

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***Objectiv***eLine 2

To obtain a role where my communication, sales experience, experience in the finance/banking industry, and team-oriented characteristics can add value to your team now, and continue to do so for the company as a whole for many years to come.

***Summary of Qualification***sLine 2

* Excellent communication skills with the ability to provide/communicate information to clients verbally and in writing; conversational ability in Urdu and Hindi and Pashto
* 4+ years of client services experience within the financial industry.
* Strong organizational and multi-tasking ability demonstrated through balancing part-time school and full time work.

***Educatio***nLine 2

**Bachelor of Commerce, Major in Global Management** Expected May 2022

*Ted Rogers School of Management, Ryerson University*

***Relevant Work Experienc***eLine 2

**Personal Banking Associate** September 2019 – July 2020

*TD Canada Trust (Yonge and Erskine)*

* Recommend and open accounts for customers that fit their needs for their life.
* Met and exceeded targets on a weekly basis successfully, attaining top ranking on branch PBA scorecard.
* Exuberated exceptional customer service proven through customer surveys filled out by customers, invited to breakfast with district leaders to help increase district customer service results.
* Determine and recommend best credit products for customers to help them navigate their financial life.
* Do my part to keep the branch running smoothly by switching tasks and taking on new responsibilities throughout the day to ensure the best experience for customers and employees.

**Personal Banking Associate** February 2019 – Present

*TD Canada Trust (Church and Wellesley)*

* Recommend and open accounts for customers that fit their needs for their life.
* Met and exceeded targets on a weekly basis successfully, attaining top ranking on branch PBA scorecard.
* Exuberated exceptional customer service proven through customer surveys filled out by customers, invited to breakfast with district leaders to help increase district customer service results.
* Determine and recommend best credit products for customers to help them navigate their financial life.
* Do my part to keep the branch running smoothly by switching tasks and taking on new responsibilities throughout the day to ensure the best experience for customers and employees.

**Customer Experience Associate** November 2017 – February 2019

*TD Canada Trust (Church and Wellesley)*

* Engaged with multiple clients a day to meet their needs and provide advice that helps each client in a meaningful way. Providing solutions tailored to each individual.
* Met and exceeded targets on a weekly basis successfully, attaining top ranking on branch CEA snapshot.
* Exuberated exceptional customer service proven through customer surveys filled out by customers.
* Developed and nurtured relationships with clients and businesses in order to provide better service and make everyone feel at home in the branch.

**Sales Representative** April 2017 – November 2017

*The Source*

* Engaged with 40 + clients a day to meet their needs and close sales for cell phone, home services, and consumer electronics.
* Met and exceeded sales targets on a weekly basis successfully attaining title of top sales associate for the month of September 2017.
* Understood and advised clients based on a comprehensive financial planning approach including cash management, credit, investment and wealth protection.
* Proactively contact clients by phone to identify potential client needs, and schedule appointments to further discuss clients’ opportunities

**Sales Lead / Key Holder** June 2015 – August 2016  
*WIND Mobile*

* Managed a team of 4 Sales Associates creating a pleasant working atmosphere to keep associates motivated.
* Maximized personal and store sales by providing highest level of customer service and closing sales quickly.
* Provided exceptional customer service to clients while processing their financial transactions, paying strong attention to detail in an efficient, accurate, and friendly manner.

References are available upon request.