

Suhiyini Kasim

suhikasim1@gmail.com || Phone: +1 416-305-0577 || Toronto, Ontario

RELEVANT SKILLS

- Strong interpersonal and leadership abilities
- Fast learner with attention to detail and tech adaptability
- Skilled in customer service and problem-solving
- Highly organized, dependable, and proactive

WORK EXPERIENCE

Head Boy (Volunteer Leadership Role)

January 2023-March 2024

International Community School, Ghana

- Raised \$7,500+ for paediatric cancer through a nationwide fundraising campaign
- Forged collaborative relationships between student body and administration through weekly meetings addressing student concerns, leading to improvement in student satisfaction scores by 60% and policy changes.
- Mentored 15 junior students in academics and leadership development
- Organized 2 community outreach drives with 100+ student volunteers
- Drafted monthly student reports shared with over 400 students and faculty

Sales Associate

January-September 2022, June-August 2024

MRP, Accra Mall, Accra, Ghana

- Assisted over 60 customers per shift with personalized product recommendations
- Processed up to 100 daily transactions with 98% accuracy at the point of sale (POS)
- Contributed to a 15% increase in daily revenue during July through upselling and strategic product placement
- Resolved customer issues with a 90% satisfaction rate (based on internal feedback)
- Maintained visual merchandising standards that improved store presentation and foot traffic
- Monitored inventory and restocked key items daily to prevent stockouts during peak hours

Student Intern

June-August 2023

Agro Innova Ltd, Agri-Tech Startup, Ghana

- Delivered technical support to over 50 users across email, phone, and live chat
- Authored internal troubleshooting guides that reduced response time by 20%
- Participated in 10+ strategy meetings; suggested UI changes adopted in final app update
- Designed user surveys and analysed 80+ responses to optimize onboarding
- Reported and tracked 12+ software bugs using project management tools

EDUCATION

BSc Computer Science

September 2024-Current

University of Toronto, Scarborough

High School Diploma

September 2020 – June 2024

International Community School, Accra- Ghana