

# MAAZ BOBAT

## CUSTOMER SERVICE SPECIALIST

### CONTACT

647-546-8982

bobatm901@gmail.com

75 Thorncliffe Park Dr #301, East York,  
ON M4H 1L4

### SKILLS

- Excellent communication skills, both verbal and written
- Dynamic, results-oriented problem solver
- Empathetic and able to relate to customers concerns while establishing rapport
- Quick learner with a strong sense of urgency, and the ability to work independently or in team settings

### EDUCATION

Centennial College | 2023 - Present

Artificial Intelligence - Software  
Engineering Technology

### LANGUAGES

- English
- Gujarati
- Hindi
- Urdu

### PROFILE SUMMARY

Experienced Customer Service Specialist with over a year of effective issue resolution. Skilled in creating a friendly, professional, and solution-focused environment. Committed to staying updated on product knowledge to deliver exceptional customer support.

### WORK EXPERIENCE

#### Grocery Clerk

Loblaws, Toronto, ON

September 2021 - Present

- Efficiently stock and replenish grocery shelves with a wide variety of products, ensuring accurate pricing, proper organization, and optimal product presentation.
- Demonstrate exceptional customer service skills by assisting customers in locating items, providing detailed product information, and offering personalized recommendations to enhance their shopping experience.
- Collaborated closely with team members to optimize workflow, streamline processes, and achieve daily tasks efficiently, fostering a positive and cohesive work environment.
- Utilized strong problem-solving skills to address customer inquiries, resolve complaints or issues, and escalate complex matters to supervisors when necessary, consistently aiming for prompt and satisfactory resolutions.
- Maintained the cleanliness and hygiene standards of the store, including regularly sanitizing high-touch surfaces, disposing of expired products, and promptly addressing spills or hazards to ensure a safe and pleasant shopping environment.

#### Server

Dar-us-salam, Toronto, ON

May 2015 - Present

- Handled guests concerns, complaints, and questions in person and via phone.
- Provided exceptional customer service by welcoming and greeting guests, and ensuring their needs were met throughout their dining experience.
- Effectively communicate and coordinate with kitchen staff to ensure timely and accurate order preparation and delivery, maintaining a high level of service efficiency.
- Adapted quickly to changing priorities and fast-paced environments.
- Sanitized and organized eating, service, and kitchen areas in accordance with safety and sanitary protocols.

#### Delivery Assistant

Toronto, ON

July 2021

- Efficiently managed and organized packages for accurate sorting and timely distribution.
- Handled and secured invoices with attention to detail and accuracy.
- Assisted in delivering packages promptly and in excellent condition.
- Maintained a clean and organized work area to promote safety and efficiency.
- Demonstrated reliability and met delivery deadlines consistently.