

# Hania Memon

Ontario, Canada | 437-344-3996 | <https://www.linkedin.com/in/hania-i-memon/> | hania.memon@torontomu.ca

## SKILLS AND ABILITIES

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- Languages: HTML, Python, SQL, R
- Tools: GIMP, Audacity, Figma, MySQL
- Responsibility & Reliability
- Effective communication
- AZ900 (Pending)
- AI900 (Pending)
- SC900 (Pending)

## EXPERIENCE

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### Library Page – South Common Library

07/2022 – Present

- Improved group efficiency by 200% through shelving approximately 500 items per shift, as demonstrated by page logs
- Actively seek to make improvements for overall customer experience
- Attained excellent customer service skills by helping customers locate books, access library services, and look for reference materials
- Unload 10-15 crates of transship each opening shift, and effectively sorting materials in appropriate categories

### Camp Counsellor – STEM Camp

07/2021 – 08/2021

- Weekly duties included receiving deliveries of required materials for activities and ensuring they were organized by daily activities and put away in the correct shelving units
- Organized and led STEM-related activities with groups of 15 kids
- Obtained conflict-resolution skills and maintained good communication with parents throughout each week

## EDUCATION

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### Toronto Metropolitan University – Toronto, Canada

09/2021 – 05/2025

Business Technology Management Program

#### Relevant Coursework:

Business Process Management, Data and Information Management, Systems Analysis and Design, Professional Communications

## TRAINING

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- Enrolled in the ICTC Cybersecurity Training and Work Integrated Learning Program