Hania Memon

# Ontario, Canada | 437-344-3996 | [LinkedIn](https://www.linkedin.com/in/hania-i-memon/) | hania.memon@torontomu.ca

Skills and abilities

* Proficiency in Microsoft Office 365, Canva, Microsoft Teams, Dashboards
* Excellent leadership skills acquired through team member training and other leadership opportunities
* Established strong problem-solving abilities by addressing customer needs, answering inquiries, and providing tailored solutions for each individual
* Knowledge in SQL Query, Tableau, HTML, CSS, JavaScript, Python, and Java

Experience

## Library Assistant 3B – Cooksville Library 02/2024 – Present

* Assist customers with finding library materials by navigating library databases, operating online library services, and answering technical inquiries

## Operate WorkFlows and ActiveNet POS systems, managing data entry and transaction monitoring, ensuring accurate processing of user interactions

## Supervise the Teen Advisory Group, analyzing participant engagement and event feedback to improve future programming and increase community participation

## Library Page – South Common Library 07/2022 – 02/2024

* Shelving approximately 500 items per shift and doubling productivity, as demonstrated by page logs
* Actively used LEAN criteria to make changes for the improvement of overall customer experience
* Attained excellent customer service skills by helping customers locate books, access library services, and look for reference materials

Education

## Toronto Metropolitan University – Toronto, Canada 09/2021 – 05/2025

Business Technology Management Program (Bachelors of Commerce)

Dean’s List Recipient

Training

**ICTC Cybersecurity Training and Work Integrated Learning Program**

* Selected for and completed the Microsoft pilot program which focuses on boosting diversity in the cybersecurity sector