

MORI SAADATI

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QUALIFICATION SUMMARY

Detail oriented professional with **3+ years** of **administrative** and **customer service experience**. Proven track record in client relationship management, office operations, and team coordination. Currently advancing technical skills through **New Media Design and Web Development** studies at **BCIT**. Fluent in **English** and **Persian**.

WORK EXPERIENCE

Beauty Advisor | Sephora, Vancouver BC

2023 – 2024

- Delivered exceptional client centric service with personalized product recommendations
- Greeted customers warmly upon arrival to create a welcoming atmosphere
- Accurately processed transactions, handled payments, and provided excellent customer service as a dedicated Sephora cashier

Administrative Assistant/Receptionist | Workday, Vancouver BC

2021 – 2022

- Acted as the first point of contact for general and specific office related inquiries, ensuring timely communication and efficient issue resolution
- Managed a wide range of administrative tasks including word processing, data entry, report generation, and filing
- Responded promptly to emails and calls from employees, managers, and guests, maintaining a high level of service
- Handled general office operations such as shipping/receiving, restocking supplies, and maintaining kitchen and common areas
- Coordinated meeting room schedules and prepared boardrooms for internal events
- Supported new employee onboarding by setting up workstations, giving orientation, and issuing ID badges to new hires and guests
- Prepared high quality internal and external documents using Microsoft Office
- Organized over 20 staff events including catered meetings, team lunches, and celebrations
- Built strong, respectful relationships with staff, managers, vendors, and suppliers

Front Desk Receptionist | Atlas Driving School, Vancouver BC

2020–2021

- Assisted new and existing clients with their questions, via phone calls, emails.
- Directed incoming phone calls and emails from new and existing clients.
- Organized and scheduled meetings, appointments for employees and clients.

EDUCATION

British Columbia Institute of Technology (BCIT), Vancouver BC

2024–2026

New Media Design and Web Development Diploma

Pre-University: Experimental Sciences

Valiahdi Ardehsir, Iran, Gilan — Graduated April 2016

SOFTWARE & SKILLS

CERTIFICATIONS

Office Tools: Proficient in Microsoft Office Suite

Creative Tools: Photoshop, Illustrator, InDesign, Adobe Dimension, Canva

UX/UI Design: Figma, Adobe XD

Web Development: HTML, CSS, JavaScript and React (beginner)

Occupational First Aid Level One
Skincare & Beauty Consultant