

MUHAMMAD ALIM

910 QUEENS PLATE, TORONTO, ON M9W 6Z4 | CELL: 437-237-6940 | EMAIL: MUHAMMADALIM3435@GMAIL.COM

OBJECTIVE: To obtain a rewarding and progressive position with your establishment, that will provide an environment for continued learning and growth

PROFESSIONAL PROFILE

- ✓ Excellent **customer relations**, analytical, and decision making skills
- ✓ Committed to **providing quality service** to both internal and external customers
- ✓ Able to easily **develop rapport with customers** resulting in **repeat business**
- ✓ Strong knowledge of **Microsoft Office** (Word, Excel, PowerPoint, etc)
- ✓ **Detail oriented, hardworking, punctual and flexible; able to work all shifts**
- ✓ Skilled in **meeting deadlines** with **minimal supervision**
- ✓ Strong **interpersonal, time management and good communication** skills

RELEVANT SKILLS

Customer Service

- Provided quality customer service to over 100+ customers daily resulting in superior customer satisfaction
- Supported customers with directions and general information
- Processed customer purchases using debit, credit card, cash and gift certificates
- Advised customers on suitable purchases based on need and taste
- Assisted team members with additional work to ensure timely completion
- Tidied the general areas to ensure safe and welcoming environment for customers
- Problem solved internal complaints in regards to quality, quantity and delivery time

EDUCATION

OSSD Diploma	North Albion C.I	2008
BHS Health Studies	York University	2008-2011

WORK EXPERIENCE

Technical Support – Ryder Parts & Distribution

May 2014 – April 2019

- Investigated and resolved issues/complaints, influencing to achieve a solution, which is mutually satisfactory to the customer
- Obtain complete information, analyze the problem and decide upon the most appropriate solution available from a variety of options taking into account the situational factors existing all the while being mindful of regulations and policies
- Helped to troubleshoot an array of minor problems

VOLUNTEER EXPERIENCE

Vice President, Somali Student Association at York University

2009-2011

- Offered and maintained a space where Somali Students were able to receive assistance with their academics
- Provided important peer support and countless other special services that our members needed from time-to-time during their university life and experience

Student Mentor, Leave Out Violence Everywhere

2004-2010

- Participated in workshops in high schools educating students about violence and tactics to steer from it

REFERENCES AVAILABLE UPON REQUEST