

# MOHAMMAD YASEEN

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## PROFESSIONAL SUMMARY

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Enthusiastic individual with a strong commitment to delivering exceptional service and enhancing user experience, eager to grow and contribute to the organization. Exceptional interpersonal and organizational skills, flexible and adaptable to new dynamics.

## EDUCATION

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### Niagara College

Advanced Diploma, Computer Programming and Analysis

September 2023 - December 2025

## PROFESSIONAL EXPERIENCE

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### Tommy Hilfiger

Temporary Retail Sales Associate

Niagara on the Lake, ON, Canada

November 2025 - Present

- Delivered exceptional customer service through attentive engagement and strong product knowledge.
- Demonstrated multitasking, adaptability, and solid organizational skills in a fast-paced environment.
- Collaborated with a diverse team both on the sales floor and in back-of-house operations.
- Supported daily store goals by maintaining brand standards, tidy displays, and an inviting shopping experience.

### Niagara College

ITS Desk Support

Welland, ON, Canada

January 2025 - April 2025

- Managed incoming calls via Avaya Desktop, addressing a variety of college-wide inquiries and efficiently directing calls to the appropriate departments to resolve client issues.
- Utilized tools such as Active Directory, Azure, Oracle Peoplesoft, Apps Anywhere, and GVE to diagnose and resolve hardware, software, and network-related issues affecting college operations.
- Experience working with Bomgar to hold remote sessions with customer and good knowledge of setting up private VPN network for remote access to college resources and drives.
- Maintained detailed records of all queries using TeamDynamix for comprehensive documentation.
- Delivered outstanding customer service to both students and faculty, assisting with device setup to ensure seamless integration with college resources and network, while customer satisfaction remained a top priority.
- Worked closely with a diverse team, fostering a positive and supportive work environment through collaboration and effective communication, contributing to strong professional relationships across the organization.

### NCSAC

Street Team Member

Welland, ON, Canada

August 2024 - Present

- Delivered high-quality support during events to enhance student satisfaction and engagement.
- Actively supported multiple departments in organizing a variety of college events, ensuring smooth execution.
- Effectively handled a wide range of student interactions, nurturing an inclusive and welcoming atmosphere through a friendly and compassionate approach.
- Worked well within a diverse team, utilizing shared strengths to achieve strong outcomes and build positive relationships with colleagues.
- Represented events with integrity, managed registration, and communicated effectively with students while maintaining a high standard of professionalism.

### Niagara College

International Student Assistant

Welland, ON, Canada

April 2024 - May 2025

- Developed strong customer service skills to boost student satisfaction and engagement.
- Efficiently prioritized and managed multiple student inquiries, ensuring smooth operations and timely assistance.
- Addressed and resolved issues proactively to minimize any disruptions.
- Engaged with students positively, promoting a supportive environment while maintaining a friendly demeanor.
- Worked effectively within a diverse team, utilizing team strengths to achieve success.
- Participated and collaborated with various departments, resulting in increased student participation, as well as events and services acknowledgment.
- Contributed effectively to external college events including airport pickup, orientation and induction staff, Open House 2024, and the ICEF Conference 2024 as an events assistant, ensuring seamless execution of each event.
- Effectively managed high volumes of student interactions independently and within a team, providing thorough and responsive support.