

OMID FIROUZINIA

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PROFESSIONAL SUMMARY

Enthusiastic and customer-oriented professional with experience in sales, customer service, and food handling. Proven ability to communicate product benefits, resolve customer inquiries, and maintain cleanliness and safety standards. Adept at multitasking in fast-paced environments with strong interpersonal skills. Bringing a strong work ethic and dedication to customer satisfaction.

SKILLS

- Food Preparation and Recipe Adaptation
- Cashiering and Customer Communication
- Teamwork and Collaboration
- Decision-Making in Critical Situations
- Attention to Detail and Adaptability
- Microsoft Office Proficiency

EXPERIENCE

BARISTA / CASHIER, AUGUST 2024 - NOVEMBER 2024

Panera Bread Cafe, Markham ON

- Provided excellent customer service handling orders accurately.
- Managed cash transactions and ensured accurate cash handling.
- Assisted in food and beverage preparation with health standards.
- Demonstrated multitasking in a high-paced environment.

SALES REPRESENTATIVE, JUNE 2024 - OCTOBER 2024

7 For All Mankind, Vaughan ON

- Communicated product features and benefits to customers.
- Utilized persuasive communication to close deals efficiently.
- Maintained customer relationships within designated territory.

MEAT CLERK, JUNE 2024 - AUGUST 2024

No Frills, Vaughan ON

- Maintained safe work environment through cleaning and sanitizing.
- Used suggestive selling techniques to improve sales.
- Stocked shelves with fresh products for accessibility.

BARISTA, MARCH 2022 - OCTOBER 2023

Romance Cafe, Shiraz

- Handled customer complaints and inquiries efficiently.
- Demonstrated strong communication skills.
- Built customer loyalty through effective communication.
- Operated cash registers and handled transactions.

CUSTOMER SERVICE REPRESENTATIVE, OCTOBER 2022 - NOVEMBER 2023

Romance Cafe, Shiraz

- Managed customer complaints and inquiries efficiently.
- Demonstrated strong communication skills.

- Built customer loyalty through effective communication.

EDUCATION

Advanced Diploma in Computer Programming

Expected Graduation: April 2025

Seneca Polytechnic, North York

LANGUAGES

- English (Fluent)
- Persian (Native)