

# Ayman Shoaib Siddique

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## Qualifications Summary

Administration Support Professional with varied experience within fast-paced, highly demanding environments • Strong Organisational, technical, and interpersonal communication skills • Detail Oriented and resourceful in completing projects; able to multitask and manage people • Confident and poised in interactions with individuals at all times

### • Capabilities Include:

- |                                |                           |                      |
|--------------------------------|---------------------------|----------------------|
| • Customer Service & Relations | • Telephone Reception     | • Computer Operation |
| • Word Processing & typing     | • Filing & Data archiving | • Problem Solving    |
| • Office Equipment Operation   | • Project Management      | • AI usage           |

## Experience Highlights

### Administrative Support

- Provided communication support through phone and e-mail and record management for Group work Projects in 20+ projects
- scheduled appointments for team meetings regularly and maintained accurate, up-to-date files
- routinely conducted necessary research to refocus efforts and redistribute work and priorities as needed
- assembled data and prepared necessary reports and performed data entr

### Customer Service & Reception

- Assisted banking professionals & welcomed incoming clients into the bank as per their needed priorities
- Conducted Client Interviews to get necessary information while observing confidentiality to assist them to take needed actions for their current priorities
- managed customer relations and provided exemplary service to all customers

### Management & Supervision

- Troubleshoot and resolved problems within teams at work, mediated disputes, and handled insider and customer complaints
- Oversaw operations including maintenance, and front offices, and direct clients to associate relations
- participated in Training, hiring, planning, and scheduling, supervised and managed multiple teams in College for 4-month terms for group assignments across multiple topics and Deliverable types

## Employment History

2022-2024,	<b>Security Guard</b> , Securitas Canada	Toronto, On
2022-2023,	<b>Security Guard</b> , Lion Guard	Pickering, On
2021-2023,	<b>Warehouse Associate</b> , Arrow Workforce Solutions	Scarborough, On

## Education & Training

August 2024,	First aid and CPR Certificate, Rescue7	Toronto, On
August 2023,	Advanced Diploma in Business Administration, Seneca College	Toronto, On
April 2023,	Ontario Security Guard License	Toronto, On
June 2020,	High School, IISJ	Jeddah, KSA