

ZUNAIRA NAWAZ

Toronto, Ontario
EDUCATION

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YORK UNIVERSITY

Toronto, ON

BA

Sept 2019 – Mar 2023

- **Relevant Courses:** Accounting, Management Information Systems, Business Ethics/Corporate Responsibility, Industrial Organization, Statistics for business and Society, Marketing research, Ethics, CSR
- **Club Involvement:** Ahmadiyya Muslim Students Association, Finance Advisor at York Pre-PA

PROFESSIONAL WORK EXPERIENCE

FORMULA ONE AUTO PARTS INC.

Toronto, ON

Business Analyst/ Database Administrator

March 2023 - Present

- Communicated with an average of 100+ customers on a weekly basis, effectively addressing specific inquiries
- Organized and updated client data in MS Excel using formulas and functions such as Pivot Tables, Filters, VLOOKUP
- Coordinated with the senior management to rectify accrued customer balances for corporate customers pending approval
- Consistently reached daily sales targets, selling a wide range of product offerings from bulk of Tires and Oil
- Organized monthly client meetings to document requirements and discuss solutions
- Administered employee documentation, including payroll, taxes, and benefits using QuickBooks

CANADA'S WONDERLAND

Toronto, ON

Customer Service Representative - Supervisor

July 2019 – October 2022

- Directed team of 15 to achieve service initiative objective and optimize customer satisfaction; successfully processing 100+ orders daily and Monitored and authenticated returns, exchanges, and voids
- Oversee customer service employee recruiting, hiring, and training in order to achieve corporate goals and maintain excellent customer service standards
- Improved customer service processes and procedures, strengthen relationships with key internal personnel and quality assurance departments
- Filed all required paperwork, managed all invoices on spreadsheets, and kept track of all documents and analyzed weekly product and supply levels to anticipate inventory problems and shortages

LEADERSHIP EXPERIENCE

AMJ Inc.

Toronto, ON

Volunteer Associate/Secretary

January 2018 – Present

- Actively involved in community work with AMJ Canada for day-to-day activities and events while monitoring and developing the youth's values and morals
- Worked as head of department in different annual events and conventions
- Helped 20 children from age 7 to 15 in learning and organizing different activities for them
- Coordinated schedules and appointments for team members and communicated with them effectively
- Promoted Community Twitter pages to reach 1,000+ likes and around 1,500 followers by September 2022

ELECTIONS CANADA

Toronto, ON

Tabulator Officer

October 2022

- Maintained and updated tally sheets
- Assisted inspection team members in polling booth location selection and other logistical matters
- Provided assistance with voter registration paperwork and sign-in
- Assisted new voters at polling table as necessary
- Ensured proper voting protocols were followed at all times
- Assisted approximately 500 voters to cast their votes via tabulator
- Assured that the voting site closed on schedule and that all voters who arrived before it closed could mark and cast their ballots

ADDITIONAL INFORMATION

- **Technical Skills:** MS Access (Word, PowerPoint, Excel, Project), Publisher & Adobe products
- **Hobbies & Interests:** Volunteering and community involvement, Reading, Art, Listening to Podcasts
- Peer Tutoring Certificate