

YASMINE SALIM

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EDUCATION

2016
Westminster Secondary School
Ontario Secondary School Diploma

Sep 2016
Jun 2020
University of Western University
Double Major in Criminology and Sociology

Oct 2021
Jul 2023
triOs College
Enterprise Web and Mobile Developer + Internship

SKILLS

Fluent in Arabic and English
Software Expert
App Development: Swift UI & Kotlin
WordPress & Elementor
HTML5, CSS3, JS, Java, PHP, C#, Node.JS, React.JS +
Adobe XD, Photoshop, Figma, Illustrator, Canva

WORK EXPERIENCE

Epsy Digital Agency | Remote Content Specialist

- March 2022
Present
- I hold the responsibility for the brands' Social Media pages such as their Instagram, Facebook, LinkedIn & Twitter.
 - Successful in showcasing the brands' online presence in a professional yet visually appealing manner
 - Became an expert in content creation/management, enhancing my graphic design capabilities
 - Successful in producing engaging content for the brand; keeping them up to date with current social trends

Transcom North America | Remote Apple Technical Support Advisor

- Jul 2020
Feb 2021
- Worked as an Inbound Technical Support Advisor for Apple
 - Successfully completed iOS Software Troubleshooting/Product Training for all Apple Products
 - Became an expert in troubleshooting iOS and Mac OS software
 - My metrics all maintained at 100% for compliance and customer surveys

TD Canada Trust | 745 York St. Inbound Credit Card Specialist

- Jun 2019
Feb 2020
- Successful in my compliance, financial advice, efficiency and sales to customers each shift
 - Adapted to the utilization of computer programs to aid in completing financial requests over the phone
 - Met sales goals and exceeded unit requirements at the end of each shift
 - LEI (Customer Service Surveys) were my greatest success during the job

Wellwise by Shoppers Drug Mart | 641 Commissioners Rd E Customer Service Representative

- May 2018
Sep 2019
- Fulfilled my role as both a secretary to the orthopaedic doctor and customer service representative to the store
 - Obtained prescriptions from customers and the appropriate item for their needs
 - Endorsed points cards and promotional coupons to customers
 - Counted each till at the end of each closing shift, and completed deposit slips

Gymboree | 1105 Wellington Rd White Oaks Mall Key Holder & Sales Specialist

- Sep 2018
Mar 2019
- I was responsible for maintaining the front and back end of the store
 - In charge of assigning responsibilities on my employees prior to each shift

MYSL | Muslim Youth Soccer League Soccer Coach

- May 2018
Sep 2018
- I was given the responsibility to lead a group of children aged 4-7 to learn the basics of soccer
 - I was required to supervise the group of children and make sure each child was on track
 - I also had to actively conduct different drills each session

Hudsons Bay | 1250 Wellington Rd, London ON. Sales Associate

- Jul 2017
May 2018
- Provided customer service and placed orders for customers over the telephone both inbound/outbound
 - Aided the store in an inventory count
 - Presented Master Cards and Warranty Plans at every transaction
 - Informed customers about products in each department of the store

May 2016
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May 2017

Farm Boy | Wellington Road, London ON.


Cashier and Service

- My duty as a cashier was to scan groceries speedily though efficiently
- Performed the duty of a 'host' at the Hot/Salad bar in which I interacted and provided samples with/to the customers

VOLUNTEER EXPERIENCE

Jan 2020
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Apr 2020

- Enrolled in City Studio course in the Department of Sociology at King's University College (Community-based work)
- As part of this experiential learning course, we partnered with the City of London's Child and Youth Network to develop a strategy to improve literacy rates and child well-being in our community
- Was responsible for developing a community profile of high risk neighborhoods in London based on a) child language and cognitive development scores on the Early Development Instrument, b) children under the age of 6 living in low-income households, c) the percentage of families headed by a parent without a high school diploma or equivalent degree, and d) newcomer populations.
- In collaboration with other students, we prepared a policy report outlining our recommendations for a literacy strategy involving the education and health care sectors in London
- Prepared a poster of our work and displayed it at the City of London's Hubbub, a showcasing event for all City Studio courses

www.linkedin.com/in/yasminesalim 



<https://dribbble.com/savvYazzy> 