YASMINE SALIM

EDUCATION

SKILLS

2016

Sep 2016

Jun 2020

Oct 2021

Jul 2023

Westminster Secondary School

Ontario Secondary School Diploma

University of Western University

Double Major in Criminology and Sociology

triOs College

Enterprise Web and Mobile Developer + Internship

Fluent in **Arabic** and **English**Software Expert

App Development: Swift UI / Java /Kotlin

WordPress & Elementor

HTML5, CSS3, JS, Java, PHP, React.JS +

Adobe XD, Photoshop, Figma, Illustrator, Canva

CONTACT DETAILS



London, Ontario. Canada



ysalim@uwo.ca



519-933-9557

WORK EXPERIENCE

Epsy Digital Agency | Remote

Content Specialist

• I hold the responsibility for the brands' Social Media pages such as their Instagram, Facebook, LinkedIn & Twitter.

March 2022 • Present

- Successful in showcasing the brands' online presence in a professional yet visually appealing manner
- 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 content creation/management, enhancing my graphic design capabilities

- 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.

Jun 2019 • Feb 2020 Inbound Credit Card Specialist

• 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

May 2018

Wellwise by Shoppers Drug Mart | 641 Commissioners Rd E

Sep 2019

Customer Service Representative

- 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

Sep 2018

Mar 2019

Gymboree | 1105 Wellington Rd White Oaks Mall

Key Holder & Sales Specialist

- 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

May 2018

MYSL | Muslim Youth Soccer League

• Sep 2018

- Soccer Coach
 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.

Jul 2017

Sales Associate

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

Farm Boy | Wellington Road, London ON.

May 2016 • May 2017 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

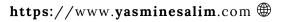
VOLUNTEER EXPERIENCE

- 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

Jan 2020 • Apr 2020

- 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 in





https://dribbble.com/savvYazzy 🛞

https://github.com/savvYazzy