

AMIR DAMEN

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Skills

- Customer Service
- Team Leadership
- Adaptability and Flexibility
- Excellent Communication
- Conflict Resolution
- Staff Training and Development

Professional Summary

Ambitious younger mind looking to reinforce my skills and determination amongst opportunities that present themselves. I aim to be proficient and maintain a positive, confident outlook as I overcome any obstacles set for me and the ones around me, becoming a valuable and reliable asset overtime. I also offer a few laughs and a hint of charisma along the way that proves to boost customer and team members' satisfaction alike.

Experience

Scoop N Roll | Edmonton, Alberta

○ May 2023 - Current

Manager

- Covered daily business requirements with **well-organized schedules** and **properly delegated assignments**..
- **Organized training for new team members**
- Fostered **positive work environment** promoting employee engagement.
- Oversaw execution of **opening and closing procedures to desired standard**.
- **Maintained excellent customer service** across all staff, offering our best efforts and attitudes each and every shift.

Calendar Club | Edmonton , Alberta

○ November 2023 - January 2024

Storekeeper

Seasonal Job

- **Satisfied customers with quick assistance**, helping individuals locate products and check out.
- Supported strong sales with well-stocked and organized shelves, **following company guidelines at all times**.
- **Kept POS and register accurate**, processing payments with minimal errors.
- **Friendly, positive and charismatic personality**, promoting customers' overall experience resulting in their return.
- **Responsible for the opening and closure of store everyday on time**, adhering to Kingsway Mall protocols and maintaining corporate identity at its finest.

Spirit Halloween | Edmonton, Alberta

○ September 2023 - November 2023

Retail Sales Associate

Seasonal Job

- Suggested additional products and services to **increase sales**.
- **Utilized POS system** to process cash, credit card, and mobile pay transactions.
- Secured **consistent customer sales** with knowledgeable, **friendly support**.
- Replenished supplies by **monitoring and sourcing inventory**.

Clean N More | Edmonton, Alberta

○ July 2022 - December 2022

Window Cleaner

- **Worked closely with team members** to complete large-scale projects quickly and efficiently.
- **Efficiently and correctly achieved pristine results** of gutters and windows alongside the entirety of estates and houses alike.
- **Operated various tools and equipment**, such as ladders, lifts, and extension poles for hard-to-reach areas.
- Kept all equipment clean and organized by **performing consistent maintenance**.

Education

○ Jasper Place High School , Edmonton, Alberta

○ Blessed Oscar Romero High School, Edmonton, Alberta

SOR American Football Team

Language

English



Proficient (C2)

Arabic



Upper
Intermediate (B2)

French



Upper
Intermediate (B2)