

SHAHEENA MIRZA

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Objective

To secure full time employment as a customer service representative by providing great customer service, excellent communication and friendly conversation. Experienced in performing at a quick pace while having fun and by working independently in a team to accomplish daily goals. Capable of solving problems with great ideas and performing all duties with minimal supervision.

Skills

- Strong interpersonal and communication skills.
- Customer-focused approach with active listening abilities.
- Quick grasping, reaching and manipulating objects with hands up to all day.
- Ability to work efficiently in a fast-paced retail environment.
- Team player with a positive and problem-solving attitude.
- Basic understanding of sales techniques and suggestive selling.
- Ability to lift and move merchandise up to 30 lbs

Work History

Retail Associate | Urban Outfitters

Sep 2024 - Present

- Actively engaged with customers, asked open-ended questions to understand their needs.
- Educated customers on product features, related items, and special services.
- Maintained store cleanliness and ensured all products were properly displayed and signed.
- Assisted in stock replenishment and inventory management.

Account Manager | Al-Khalil Tea Center (Family Business)

Apr 2023 – Aug 2024

- Managed daily financial transactions, ensuring accurate records and seamless operations.
- Built strong relationships with suppliers to ensure timely and efficient deliveries.

Availability

Full day availability: Monday, Wednesday, Saturday, Sunday.

Partial day availability: Tuesday 8pm-11pm, Thursday 7am-12pm, Friday 7am-12pm

Education

Algonquin College, Ottawa, ON

Mobile Application Design and Development (*Expected: June 2026*)