





# SOHAIB SIAL

 Brampton, ON  
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 /sohaibsial

## SUMMARY

A dedicated and enthusiastic professional with a strong background in customer service, possessing excellent problem-solving and communication skills, and a passion for providing exceptional service to library patrons, seeking a Customer Service Agent position at the Brampton Library.

## SKILLS & ABILITIES

### Customer Service

3+ years of demonstrated customer service expertise in various industries.

### Library Classification Systems

Familiar with Dewey Decimal & Library of Congress Classification systems to organize and shelve materials correctly.

### Communication

Ability to effectively communicate through verbal and written correspondence.

### Microsoft Office

Proficient in document creation and data analysis using Word, Excel & Access.

### Operating Systems

Adept at navigating and troubleshooting across Windows & Macintosh.

### Team Player

Ability to work effectively within diverse teams to achieve shared objectives.

## EDUCATION

**York University** (2018 - 2023)  
Bachelor's Degree (with Honors) in Humanities

## WORK EXPERIENCE

**CIBC** (2022 - 2023)  
Personal Banker

**The Home Depot** (2021 - 2022)  
Service Desk Associate

**Toronto Condomania** (2019 - 2021)  
Office Coordinator

**Leon's Furniture** (2016 - 2019)  
Customer Care Supervisor

## VOLUNTEER EXPERIENCE

**York University Humanities Student Association** (2019 - 2022)  
President

**AMJ Canada Grade 9 Summer Camp** (2014 - 2016)  
Camp Teacher

**AMJ Canada National Annual Convention** (2013 - 2023)  
Publication Team Lead

## CERTIFICATES

### Course in Advanced Library Science

Able to provide hands-on support to library patrons for the effective use of various library equipment, including computers, printers, copiers, and self-checkout machines. Also, well-versed in utilizing search engines and library catalogues to aid patrons in conducting simple searches, ensuring their ability to locate and access relevant resources efficiently.

