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| SOHAIB  SIAL | 9 Brampton, ON  k sohaibsial@proton.me | m 647-802-7243  h /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  Bachelor’s Degree (with Honors) in Humanities | | (2018 - 2023) |
| WORK  EXPERIENCE | CIBC  Personal Banker  The Home Depot  Service Desk Associate  Toronto Condomania  Office Coordinator  Leon’s Furniture  Customer Care Supervisor | | (2022 - 2023)  (2021 - 2022)  (2019 - 2021)  (2016 - 2019) |
| VOLUNTEER  EXPERIENCE | York University Humanities Student Association  President  AMJ Canada Grade 9 Summer Camp  Camp Teacher  AMJ Canada National Annual Convention  Publication Team Lead | | (2019 - 2022)  (2014 - 2016)  (2013 - 2023) |
| 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. | | |