SOHAIB SIAL

(647) 802-7243 sohaibsial@proton.me

# Summer Reading Club Student Programmer

# HIGHLIGHTS OF SKILLS AND ABILITIES

* Reliable, Friendly with a helpful demeanor
* Excellent customer service skills
* Experienced as a Camp Counsellor, Coordinator and Teacher for a grade 9 Summer Camp
* Keeping a positive atmosphere of learning
* Leadership skills developed through work and extensive volunteer experience
* Promoting services through community outreach and marketing on social media platforms
* Skilled in handling a range of administrative activities in a challenging environment
* Proficient in Microsoft Windows & Apple Macintosh operating systems
* Expert proficiency in Microsoft Office and Adobe Editing programs, especially Photoshop
* Native Fluency in English, Urdu and Punjabi

# EDUCATION

Bachelors Degree in Humanities, York University, Toronto, ON Sept 2019-March2023

# WORK EXPERIENCE

*Personal Banking Representative*  August 2022 – March 2023

Simplii Financial, Toronto, ON

* Providing clients with financial advice and recommending them banking products such as accounts, mortgages, loans, credit cards, etc.
* Managing client accounts ensuring records are kept secure, all transactions are recorded accurately.
* Assisting clients in opening chequing and saving accounts as well as registered and nonregistered investment accounts.
* Conducting financial transactions such as deposits, withdrawals, bill payments, bank drafts, domestic and international wire transfers.
* Handling client complaints in a timely manner such as card replacements, cheque orders, mobile banking troubleshooting, fraud concerns etc.
* Being aware of and adhering to all regulatory and risk management policies by following best practices.

*Hardware & Service Desk Associate* November 2021 – July 2022

The Home Depot, Orillia ON

* Assisting DIY customers with their project needs by providing them information on the variety of tools, fasteners, and other accessories available in-store and online.
* Processing returns, refunds, and exchanges as well as Resolving customer complaints in person and over the phone to provide customers with the most satisfactory experience.

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# WORK EXPERIENCE CONTINUED

*Customer Care & Front Office Supervisor* September 2016 – June 2019

Leon’s Furniture, Vaughan ON

* Supervising a team of 4-6 associates and assisting sales representatives with sales.
* Dealing with escalated compliments and resolving them to ensure customer satisfaction.
* Completing all store opening and closing procedures to ensure no overage or shortage.

# VOLUNTEER

**President** 2018-2022

* Humanities Student Association (HSA), York University, Toronto, ON
* Acted as the signing authority for the financial matters of the association.
* Conducted all administrative operations and ensured that the executive team fulfills their duties and abides by the constitution.
* Organized events and activities of the HSA as planned and allocated duties and resources as required.
* Presides as speaker for all general and executive meetings.
* Acted as the spokesperson for all affairs of the association.

**Editor-in-Chief (Volume 2, Issue 2, 2022)**  2022

*Culture:* An Undergraduate Humanities Journal

* Supervising all editorial, creative, and managerial duties, while ensuring the best quality of publications in the journal

***Camp Counsellor, Coordinator & Teacher*** July 2014 – July 2016

Grade 9 Summer Camp, AMJ Canada – Maple, ON

* Supervising the class of 16 students in lessons, gym period and lunch breaks.
* Managing communication between the administration, teachers and parents.
* Teaching basics concepts of grade 9 science and took regular assessments.
* Keeping a positive atmosphere in classroom promoting investigation and curiosity.

***Team Lead at National Annual Convention*** July 2012 – Current

Department of Publication, AMJ Canada – Mississauga, ON

* Administering and partaking in the compilation and packing of multiple copies of more than 200 titles to be transported to the venue.
* Collaborated in the categorical placement of books on a structured display.
* Assisted customers in providing information regarding different titles and referring them to titles suiting their inquiries.

***Assistant to the National Secretary*** August 2011 – August 2019

Department of Public Service, AMJ Canada – Toronto, ON

* Counseling the parents of children and the youth directly regarding school admission and course selection
* Providing assistance and guidance to immigrant/refuge individuals and families in need
* Translating for individuals in identification documentation applications and appointments.
* Furthermore, providing guidance and assistance in studies to students and in job search