

**TASNIM NAHAR**

Scarborough, ON M1G 1R9

647-804-5849 | tasnimmorinahar@gmail.com

Hiring Manager

Toronto Shelter & Support Services

City of Toronto

100 Queen Street West

Toronto, ON M5H 2N2

Dear Hiring Manager,

If you're looking for a **Client Program Worker** who can juggle tasks, engage clients, and sprinkle in a little creativity and humor, look no further! With years of experience in **client support, program facilitation**, and a talent for turning challenging situations into win-win solutions, I'm excited to throw my hat in the ring for this opportunity to contribute to your team.

In my recent role as a **Debt Collection Agent** at Metro Credit Solutions, I managed over 200 client accounts, and let me tell you – negotiating personalized repayment plans feels like a high-stakes game of chess. I recovered 85% of overdue payments, surpassing my monthly recovery target by 15%. My strategy? A blend of sharp communication, **conflict resolution**, and a deep understanding of how to get people to say "yes" without making them feel like they lost a bet. If I can do that with overdue bills, imagine what I could accomplish helping families find housing stability!

But it's not all about the hard stuff – I've also had the pleasure of helping people learn and grow. As a **Teacher** at the Institute of Knowledge, I had the privilege of working with over 100 students, where I improved performance by 75% through interactive, engaging lessons. Plus, I delivered **financial literacy** workshops where students were not only educated but also entertained. Talk about **social skills** development and making learning fun!

At **Youth Innovation Program**, I had the pleasure of coordinating over 10 youth workshops. We boosted participant satisfaction to a whopping 95%, which I attribute to our **creative** program designs and a constant stream of pizza (because, let's be real, it's a proven motivator). I managed a budget of \$10,000, staying within budget while achieving program goals and keeping everyone smiling. And no, I didn't miss a single deadline.

Throughout my career, I've always been committed to creating environments where people feel supported and empowered. Whether it was **youth development** workshops, **support services**, or simply ensuring everyone was fed (and had their laundry done) in my role as an **Administrative Assistant**, I always put safety and well-being first. From facilitating **life skills** programs to making sure the dishwasher is unloaded after a cooking club (it's a real job, okay?), I'm always ready to go the extra mile.

Now, I'm ready to bring my **communication** skills, **problem-solving** abilities, and good humor to the **Toronto Shelter & Support Services Division**. I'm confident I can contribute positively to your team and deliver meaningful experiences for the residents. Plus, I can't wait to put my **Bengali fluency** to good use when helping diverse clients navigate their journey toward housing stability.

Thank you for considering my application! I'm excited about the possibility of joining your team and would love to discuss how I can contribute. I promise, no more bad jokes – just the results you need!

Sincerely,

TASNIM NAHAR

