

TASNIM NAHAR

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OBJECTIVE

Dedicated and results-oriented professional with extensive experience in **client engagement, program coordination, and customer service**. Proven ability to **facilitate workshops**, resolve conflicts, and engage diverse client populations in recreational and educational activities. Seeking to contribute my strong communication, interpersonal, and problem-solving skills to the **Client Program Worker** role within the **Toronto Shelter & Support Services Division**.

KEY QUALIFICATIONS

- **Client Support:** Extensive experience providing direct support to children, youth, and adults in residential, educational, and recreational settings.
 - **Program Facilitation:** Skilled in delivering engaging workshops, activities, and recreational programs for diverse populations, including children and adults.
 - **Conflict Resolution:** Strong ability to address client issues and resolve conflicts following established policies and procedures.
 - **Safety & Wellbeing:** Knowledgeable in safety practices, including adherence to the **Occupational Health and Safety Act** and other relevant legislation.
 - **Communication:** Excellent verbal and written communication skills, with fluency in **Bengali** for diverse client interactions.
 - **Teamwork & Adaptability:** Demonstrated ability to work effectively in a team environment, follow instructions, and adapt to flexible schedules (days, evenings, weekends).
 - **Technical Proficiency:** Proficient in **Microsoft Office Suite** (Word, PowerPoint, Excel, Outlook) and quick to learn new systems and tools.
 - **Support Services:** Committed to providing high-quality support to individuals and fostering a sense of community and belonging.
 - **Youth Development:** Dedicated to facilitating programs that nurture the **resiliency** and social skills of youth.
 - **Security & Safety:** Strong understanding of maintaining security and safeguarding residents during programming.
 - **Administrative Tasks:** Efficient at managing administrative responsibilities, including documentation and scheduling.
 - **Financial Literacy:** Experienced in promoting **financial literacy** through workshops and client education.
 - **Creative & Committed:** Adept at creating **creative** solutions and **committed** to ensuring the success of every program.
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PROFESSIONAL EXPERIENCE

Debt Collection Agent

Metro Credit Solutions, Toronto, ON | 2023 – 2024

- Delivered personalized **payment plans** to **85%** of clients, recovering overdue balances.
- Managed over **200 client accounts**, ensuring compliance with legal and ethical standards.
- Exceeded monthly recovery targets by **15%**, consistently engaging clients with tailored solutions.
- Provided **support services** to clients, offering resources for financial stability and debt management.
- Communicated effectively with clients to negotiate solutions, fostering a collaborative environment.

Teacher

Institute of Knowledge (IOK), Toronto, ON | 2021 – 2022

- Taught over **100 students**, improving performance by **20%** through engaging lessons.

- Delivered individualized support to **30+ students**, ensuring **75%** met academic goals.
- Designed and facilitated interactive lessons to enhance student participation and learning outcomes.
- Incorporated **financial literacy** topics into lessons, enhancing students' practical life skills.
- Fostered a **supportive environment** that encouraged youth **resiliency** and personal growth.

Project Coordinator & Computer Science Teacher

Youth Innovation Program, Scarborough, ON | 2020 – 2022

- Coordinated **10+ youth development workshops**, achieving a **95%** satisfaction rate.
- Managed a **\$50,000** budget, ensuring timely and cost-effective delivery of services.
- Educated **50+ students** in programming and STEM subjects, resulting in an **80%** improvement in comprehension.
- Promoted **social skills** and teamwork through collaborative programming activities.
- Implemented security measures during activities to ensure the **wellbeing** of all participants.

Administrative Assistant

Mercy Mission, Scarborough, ON | 2021

- Streamlined office operations, reducing administrative errors by **25%**.
- Organized events for **200+ attendees**, ensuring a **100%** satisfaction rate.
- Processed **1,000+ documents** efficiently, supporting decision-making and operations.
- Led the creation of materials for **financial literacy** workshops aimed at community education.
- Managed various **administrative tasks**, ensuring the smooth and efficient operation of daily activities.

EDUCATION

Secondary School Diploma

Sir Wilfrid Laurier CI Guildwood, Scarborough, ON | Graduated: June 2020

ADDITIONAL INFORMATION

- Fully available for rotating shifts and overtime as required.
 - Knowledge of **Child, Youth, and Family Services Act**, **Child Care and Early Years Act**.
 - Familiar with **Vulnerable Sector Police Reference Check** and workplace health and safety standards.
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