

## 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**.

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## 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.
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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.

### 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.

### 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.

### 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.
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## **EDUCATION**

### **Secondary School Diploma**

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

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## **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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