

Umer Haider

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Objective

Eager to leverage extensive customer service and problem-solving skills in a dynamic customer service role, where I can contribute to enhancing client satisfaction and improving customer retention.

Experience

Rhapsody — Concierge

September 2024 – Present

- Monitored security cameras to ensure the safety of the building, promptly responding to any potential intrusions or security concerns.
- Managed package logging and distribution, maintaining accurate records and ensuring timely deliveries to residents.
- Assisted maintenance personnel by supervising unit access and overseeing ongoing repairs, ensuring proper execution of tasks.
- Handled bookings for building amenities, coordinating schedules and confirming reservations for residents.
- Processed maintenance tickets for residents, ensuring issues within their units were addressed and resolved promptly by the maintenance team.
- Verified visitors and facilitated smooth access, ensuring proper authorization before allowing entry.
- Provided administrative support to building management, responding to their requests and assisting with various tasks to ensure efficient operations.

PVP Valley Packaging — Packaging Specialist

January 2024 – August 2024

- Excelled in a physically demanding role, consistently achieving productivity targets while maintaining high standards of accuracy.
- Demonstrated strong work ethic and reliability, contributing to team success in a fast-paced environment.
- Maintained physical stamina and strength, ensuring efficient performance in lifting and moving heavy materials.

Elite Residential Concierge Services

November 2021 – May 2023

- Provided top-tier service in a role that required extensive walking and standing, ensuring the safety and satisfaction of all guests.
- Assisted in managing physical security tasks, including regular patrols and access control, while maintaining a focus on customer service.

Forest Hill Group

January 2021 - May 2023

- Maintained a safe and secure environment by managing physical tasks related to security and guest services.

- Demonstrated the ability to work under pressure and handle physically demanding tasks with efficiency and care.

The UPS Store

April 2021 - June 2021

- Demonstrated leadership in managing package sorting and dispatch, ensuring accuracy and timeliness.
- Exhibited strong organizational skills, handling multiple tasks efficiently during peak periods.

No Frills

July 2021 - September 2021

- Provided excellent customer service at the cash register, ensuring accurate transactions, and addressing customer inquiries with enthusiasm.

Skills

Proficient in Microsoft Office Suite (Word, PowerPoint, Excel).

Excellent verbal and written communication skills.

Effective at enforcing policies and maintaining a secure environment.

Strong problem-solving abilities; capable of operating both independently and as part of a team.

Typing speed: 70 WPM

Education

Centennial College

Software Engineering, 2023 - 2026 (Expected)

City Adult Learning Centre - GED

Diploma, 2022

CORE QUALIFICATIONS

- Valid Driver's License with a clean driving record
- Proven ability to work on foot up to 90% of the time and lift up to 50 lbs. consistently throughout the day.
- Experience in manual labor, construction, and landscaping tasks
- Ability to work overtime when required
- Strong teamwork and communication skills
- High reliability and commitment to meeting job standards

WORK REFERENCES

Available upon request