

Zohan Momin
Customer Service Manager

Mobile: (647) 873-3094

Email: zohanaiderak@gmail.com

LinkedIn: <https://www.linkedin.com/in/mominzohan/>

PROFESSIONAL SUMMARY

An enthusiastic and aspiring Web Developer with keen interest in developing my skills. Seeking an entry level work opportunity or internship at your esteemed company with long term goals to grow within. A proven leader with a strong presence of mind, capable of achieving targets with tactical considerations to inspire, build trust, and achieve record growth.

TECHNICAL SKILLS

- HTML, CSS, JS
- Bootstrap, jQuery, Node JS (Learning)

EDUCATION

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| ➤ Web Developer Boot Camp by Colt Steele on Udemy | 2019 |
| ➤ Master of Engineering in Mechanical Engineering GPA (3.7/4) Carleton University, Ottawa, Canada | 2018 |
| ➤ Bachelor of Technology in Aeronautical Engineering GPA (7.45/10) Hindustan Institute of Technology and Science, Chennai, India | 2016 |

PROFESSIONAL EXPERIENCE

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| Customer Service Manager Walmart Canada, Toronto, Canada | November 2018 – Present |
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- Ensuring compliance with the Company's procedures regarding Customer Satisfaction Cards (CSC's) and Competition Advertisement.
- Clean maintenance of the front end by assuring merchandise are well labelled and on shelves as well as proactively ensuring floor looks clear of all obstructions to avoid accidents.
- Receiving customer complaints and resolves complaints when possible in person or over the phone.

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| Manufacturing Engineer and Analyst Raj Industries, Mumbai, India | Jan 2016 – Dec 2016 |
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- Developed design for 4 types of cutlery using SolidWorks 3D as well as machined them by following the right process in a heavy steel machining and fabrication environment.
- Introduced lean manufacturing by reducing waste and improving productivity by 20%. (TPS)
- Managed supply chain from buyers to production and to the customers to support high demand at times.
- Attended business meetings to regulate pricing, create offers for large purchase, and budget management as well as monthly meetings on inventory flow to meet demand and supply.
- Ensured safety measures were taken by machine operators at the start of every shift
- Inspected and ensured that the right raw materials went through the right machine for the specific product to be manufactured as well as assured quality meets advertising.

PROJECTS

- Zohan Profile - <https://github.com/zohanaiderak/zohanprofile>

CORE STRENGTHS

- Demonstrated proficiency in **communication** and improvements using feedback from customers and managers at Walmart and Raj Industries
- Excellent communication and bonding skills to **continuously improve** personal productivity and provide friendly work environment
- Ability to organize and plan projects, project processes, manufacturing methods and management of various aspects of a project (e.g. time, cost, material, safety, quality and risk) and thrive in a **fast-paced** environment
- Ability to **multi-task** and accept new and varied challenges with a positive attitude and **excellent decision-making skills**
- Effective **time management** skills/ability to prioritize and organize work to **meet critical deadlines** and always ready to break boundaries to solve a problem by various process improvement methods
- **Self-motivated**, energetic, focused, persistent and **results oriented** with logical **problem-solving** capabilities
- Demonstrated leadership by promoting team morale and productivity by providing continuous updates to superiors and vice versa

VOLUNTEER EXPERIENCE

- Fundraiser Appreciator – Aga Khan Foundation, Ottawa, ON 2018
- Server-Mayor's Canada Day Break Fast (Ismaili Volunteer Corps), Ottawa, ON 2018
- Participant- Tim Hortons Dragon Boat Festival, Ottawa, ON 2018
- Referee- Community Kicks at Lansdowne Park(Ismaili Volunteer Corps), Ottawa, ON 2017
- Supervisor- Clean Campus Walk, Chennai, India 2016