**ZUNERA TASNEEM**

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**Professional Summary**

Results-driven tech support professional with a proven track record of resolving complex technical issues efficiently. Possesses strong troubleshooting skills and a customer-centric approach to problem-solving. Exceptional communication abilities, adept at conveying technical information to non-technical users. Committed to ensuring optimal system functionality and delivering superior customer satisfaction.x

**SKILLS**

| * Customer Service Skills | * Operating Systems(Windows,Linux) | * Multitasking |
| --- | --- | --- |
| * Data Analysis and reporting | * Microsoft Office | * Communication Skills |
| * Programming Skills | * Active Directory Management | * Troubleshooting and Problem-Solving |

**Work History**

**Cashier/ Sales Associate**  10/2023 - Current

**Staples** – Greater Sudbury, ON

* At the checkout counter, welcomed and assisted customers, answered questions and assisted in locating products.
* Used the point-of-sale system to accurately process exchanges or refunds, scan items, take payments, and issue receipts.
* Balanced the cash register at the start and finish of the shift, and handled cash, credit, and other payment methods.
* Informed clients about current specials, discounts, and Staples rewards programs.
* Helped clients find the right goods, responded to questions, and gave details on features, costs, and availability.
* Inventory management includes keeping an eye on stock levels, alerting managers when supplies are running short, and taking part in recurring inventory counts.

**Customer Service Representative** 07/2021 - 04/2022

**QuickMart** – Greater Sudbury, ON

* Greeted customers in a friendly and professional manner.
* Processed customer transactions accurately and efficiently using a point-of-sale (POS) system.
* Accepted payment in cash, credit, or debit. Made changes accurately and efficiently.
* Answered customer questions about products, services, and store policies.
* Maintained a clean and organized checkout area. Balanced cash register at the end of each shift.
* Assisted with store opening and closing procedures as needed.
* Monitored inventory levels and notify management when supplies need to be restocked.
* Provided excellent customer service and resolved customer complaints in a professional and timely manner.
* Adhered to all cash handling procedures and security policies.

**Education**

**Laurentian University**| MSc. Computational sciences  **Sudbury, ON | April 2022 – September 2023**

**Jawaharlal Nehru Technological University** | B.Tech in Computer engineering **Hyderabad,India | September 2013 – July 2017**

**Certifications and Training**

Google Data Analytics Professional |Google 2023

CompTIA Security+ | Edureka 2022

AWS Solution Architect | Edureka 2021

Google IT support Specialist | Google 2021

Selenium Web Automation | IT Tech Solutions 2020