

**Shahnaz Begam**

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<b>Objective</b>	Having an ambition of continually acquiring higher skills and providing next level care for customers. I would aspire to learn more practical aspects regularly. Enriching my technical expertise and acquire organization management skills through work experience and providing exceptional experience for customer. I want to work with a company where my skills can be utilized and gain further experience while enhancing the company's productivity and reputation.
<b>Technical Skills</b>	<ul style="list-style-type: none"><li>▪ Good communication and interpersonal skills in English (verbal and written).</li><li>▪ Quick learner, adapt to change, team focused.</li><li>▪ Research and Planning: Create ideas, identify problems, meet goals, identify resources, gather information, problems solving, define needs and develop strategies.</li><li>▪ Computer literate. (Office - Word, Excel, PowerPoint)</li><li>▪ Ability to set priorities and complete assigned duties with minimal supervision.</li><li>▪ Ability to prioritize workload and meet deadlines.</li><li>▪ Excellent time management and organizational skill.</li><li>▪ Ability to work in fast-paced environment.</li><li>▪ Able to work in team and individual settings.</li><li>▪ Hardworking, Honest, Sincere and Responsible.</li></ul>
<b>Work Experience</b>	<p><b>Customer Service Representative</b> <span style="float: right;"><b>05/2019 – 03/2020</b></span> <b>Wendy's</b></p> <ul style="list-style-type: none"><li>▪ Greet and serve guests, handle special requests, acknowledge and handle guest concerns.</li><li>▪ Receiving verbal and computer instructions as to food required by guests.</li><li>▪ Follow the food and safety standards and protocols.</li><li>▪ Work as a team and achieve targets.</li></ul> <p><b>Security Guard</b> <span style="float: right;"><b>04/2020- 09/2020</b></span> <b>CSA Security Services</b></p> <ul style="list-style-type: none"><li>▪ Patrolling the building perimeters.</li></ul>

- Monitoring video surveillance
- Keeping daily logs activities and issues if occurred.
- Notify entry and exit of employees as well as visitors.

**Supervisor  
Husky**

**09/2020 – 10/2021**

- Supervise and train gas station staff.
- Prepare work schedules and assign duties to staff.
- Authorize payments for products received and the return of merchandise.
- Check the inventory and made it UpToDate.
- Collect and deposited cash.
- Prepared daily Reports.
- Evaluated progress of Store and discuss results with Manager.
- Participated in staff meetings, educational seminars, training workshops.

<b>Education</b>	<b>St Clair College – Windsor – Computer Networking</b>
<b>License</b>	<ul style="list-style-type: none"> <li>▪ First Aid and CPR Certification</li> </ul>
<b>Availability:</b>	Full-time (Can Start as soon as possible)