

Shahnaz Begam

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Objective	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.	
Technical Skills	<ul style="list-style-type: none">▪ Good communication and interpersonal skills in English (verbal and written).▪ Quick learner, adapt to change, team focused.▪ Research and Planning: Create ideas, identify problems, meet goals, identify resources, gather information, problems solving, define needs and develop strategies.▪ Computer literate. (Office - Word, Excel, PowerPoint)▪ Ability to set priorities and complete assigned duties with minimal supervision.▪ Ability to prioritize workload and meet deadlines.▪ Excellent time management and organizational skill.▪ Ability to work in fast-paced environment.▪ Able to work in team and individual settings.▪ Hardworking, Honest, Sincere and Responsible.	
Work Experience	Customer Service Representative	05/2019 – 03/2020
	Wendy's <ul style="list-style-type: none">▪ Greet and serve guests, handle special requests, acknowledge and handle guest concerns.▪ Receiving verbal and computer instructions as to food required by guests.▪ Follow the food and safety standards and protocols.▪ Work as a team and achieve targets.	
	Security Guard	04/2020- 09/2020
	CSA Security Services <ul style="list-style-type: none">▪ Patrolling the building perimeters.	

- 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.

Education

St Clair College – Windsor – Computer Networking

License

- First Aid and CPR Certification

Availability:

Full-time (Can Start as soon as possible)