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SKILLS

Software Troubleshooting • Software Maintenance • Data Analysis • Software Installation • PL/SQL • Customer Relationship Management (CRM) • Point of Sale (POS) System Operations • Administrative Management • Administrative Assistance • Customer Satisfaction • Remote Access • VMware • Documentation • Wordpress • SIEM Tools • High-Volume Logs reading • Office 365 • Policy Management

EXPERIENCE



Marble Slab Creamery - *Food Service Associate (Part-time evening)*

May 2023 - Present

- Offers fast-paced environments, and ice cream scoopers must work efficiently and with a sense of urgency at all times
- Additional duties include running cash registers and maintaining clean and sanitary store environments
- Scan, Count and Verify the order accurately
- Wrapped and Loaded the pallets to the trucks appropriately
- Complete assigned tasks in a timely manner
- Closing the store with following essential procedures



AM/PM Point of Sale Solutions & Service - *Software Support Technician (Remote)*

Nov 2022 - May 2023

- Remotely Troubleshooting and Maintaining all the systems to Point of Sales Operations such as Fuel servers, POS Servers, Fuel Pumps, Tills, Printers, Debit machines are Operational Accordingly
- Handle a bunch of Workloads and Prioritizing tickets based from Escalation points
- Ask permission to the clients to Remotely connect to their systems to implement fix solutions and perform a troubleshooting steps
- Communicate and guide the clients via phone calls and Introduce professionally to make sure they know they are getting helped immediately
- Performing a test after implementing fix solution for the issue to Ensure the consistent of the Point of sale systems
- Investigate and Diagnosing the data of stuck transactions to process it within the Store bank provider
- Always verify with the Team or Senior technician the proper fix solution in each cases of the store



Amazon - *Seasonal Warehouse Sortation Associate (Night-Shift)*

Oct 2021 - Feb 2022

- Moving and organizing merchandise for customers before delivering to their intended destinations
- Ensured balance of whole order are on the same pallet and loaded to the trucks
- Palletize cases at sortation by taking cases off the conveyor, scanning, and placing on pallets

- Unloading pallets of boxes to the conveyor for the scanner to put the correct tags of items
- Unloading pallets from the truck and organizing them for the individually
- Stowing order boxes to Delivery bags organized



Wallace & Carey Inc. - Shipper

Apr 2019 - Jan 2020

- Manually verified piece count of the Bill of Lading and Indicate appropriate courier
- Ensured balance of whole order are on the same pallet and loaded to the trucks
- Liaised Professionally with Drivers and Customers as Required • Coordinated storage locations and product movements.
- Scan, Count and Verify the order accurately
- Wrapped and Loaded the pallets to the trucks appropriately
- Complete assigned tasks in a timely manner



Subway - Sandwich Co-manager/Artist/Supervisor

Apr 2016 - Jan 2020

- Demonstrated integrity and honesty while interacting with guests, team, members, and managers
- Temporarily placed in manager position in order to run the store
- Take responsibility for the Stock Product and Inventory of store supplies
- Trusted with money and bank deposits, and manage the store when owners are out of town
- Supervised daily operations to ensure food safety
- Deposit cash drop money safely
- Handled more than 100 customers every shift

EDUCATION

Southern Alberta Institute of Technology (SAIT) - Information Technology Software Development

2021 - 2023

St. Mary's High School - High School

2016 - 2017

ABE International Business College - Bachelor of Business Administration - BBA, Business Administration and General

2012 - 2014

CERTIFICATIONS



IBM Cybersecurity Analyst (8 Courses) - 2023



Google Cybersecurity Professional Certificate (8 Courses) - 2023



Google IT Support Professional Certificate - 2023



Ultimate Microsoft Office; Excel, Word, PowerPoint & Access - 2023



Office & Administrative Management - Udemy - 2023



Administrative Assistant Skills: Become a paid Executive - 2023



Data Entry Course - 2023



Customer Service Foundations - 2023



Customer Service: Problem Solving and Troubleshooting - 2023



Building Rapport with Customers - 2023



Customer Service: Handling Abusive Customers - 2022



Customer Service: Call Control Strategies - 2022



Teamwork Foundations - 2019



UX Foundations: Prototyping - 2019