Maral Amiri

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**About me**

Choose Biology major for university, currently applying to Ryerson, York, Trent University with more than 2 years of customer service experience. Goal-oriented Specialist dedicated to high levels of customer satisfaction and meeting aggressive business goals. Focused and determined with specialized knowledge in sales and customer service and has the ability to handle high volume of customer’s demand. Possess strong communication and critical thinking skills.

**Skills**

* **Time Management**
* **Creative Problem Solving**
* **Sales and Marketing**
* **Strong Communication and Interpersonal Skills**
* **Product Knowledge**
* **Driven by achievement and failure**
* **Microsoft Office**
* **Motivated team player**
* **Energetic and capable of maintaining positive attitude in stressful situations**
* **Cash register operation**
* **Customer Service**
* **Troubleshooting and product set up**
* **Fluent in Persian and English**
* **Detail-Oriented**
* **Patience**

**Experience**

**NIKE PALLADIUM MALL, IRAN, TEHRAN**

***Sales Associate and Cashier, January 2021 – December 2021***

* Perform sales floor work, such as greeting or assisting customers, stocking shelves, or taking inventory.
* Demonstrate products to the customers, and provide instruction.
* Further promote items to increase sales revenues and actualize consultative sales techniques to achieve set sales goals; confirm and change price signage on designated products during seasonal promotions.
* Maintain and organize store displays to enhance product visibility and expedite product location activities.
* Knowledge of payment in the form of cash, checked credit, vouchers/travelers' checks, or automatic debit.
* Complete all point of sale opening and closing procedures, including counting the contents of the cash register.
* Resolved all customer complaints in a professional manner while prioritizing customer satisfaction.
* Stamp, attach, or change price tags on merchandise, referring to price list.

**MARCO RESTAURANT, IRAN, TEHRAN**

***Customer Service / Cashier, Jun 2019 - July 2020***

* Greet customers and ascertain what each customer wants or needs.
* Answer question regarding the store and its food menu.
* Manage transactions with customers using cash registers.
* Scan goods and ensure that the pricing is accurate.
* Clean shelves, counter and tables.
* Maintain high standards of customer service during busy and hectic hours.
* Issue receipts and refunds.
* Received payments by cash, check, credit cards, or automatic debits.

  **Chef Reza Restaurant, Richmond hill, Canada**

 **Host of restaurant / Jan 2023 – Now**

* excellent customer service skills.
* positive attitude.
* organizational skills.
* people skills.
* teamwork.
* time management.
* problem-solving.
* multitasking.

**Education**

**Columbia International College (International high school), Hamilton, Ontario, Canada**

The Ontario Secondary School Diploma (OSSD) (*graduation: December 2022)*

**Saba High School**

**TEHRAN, IRAN**

*Grade 10 to Grade 11 (graduated:2019 to 2021 )*

*GPA: 4*