**UMME SADIAH**

5580 Sheppard Ave E, Scarborough, ON M1B2L3

 (437)246-2512, umme.sadiah@gmail.com

**HIGHLIGHTS OF QUALIFICATION**

* 8 years of sales and administrative and customer service experience
* Excellent communication skills to ensure a positive experience to customers
* Typing speed 40wpm with hundred percent accuracy
* Excellent ability to build friendly and meaningful relationships with clients
* Ability to work independently and able to go above and beyond to achieve overall sales goals
* Problem solving attitude with a strong analytical mindset
* Enthusiastic in learning and sharing new things for consistent development

**WORK EXPERIENCE**

**Light Packaging Associate** | Great Connections Employment Services Inc.Aug 2021 to till date

* Fast-paced assembling and packaging of cosmetics products
* Loading items into containers, and weighing and labeling the items appropriately
* Ensuring all working items make it to the loading area or inventory
* Keeping detailed records of materials and shipments
* Performing final checks for defective items

 **Cashier and Customer Service** | Retail Store Associates | Walmart Canada Apr 2019 to May 2019

* Ensured each customer receives a friendly, accurate and professional service
* Operated a cash register by scanning items across an electronic scanner to record price
* Informed all customers about the Wal-Mart Rewards MasterCard and processing applications
* Moved to the outside of the register, when possible, to greet the next Customer

**Customer Service Representative** | Customer Care | Grameenphone Ltd.Aug 2010 to Dec 2013

* Captured customer insights that helped the product team for developing new products
* Dealt with customers, dealers and different stakeholders in a friendly and professional manner
* Resolved client’s questions and concerns by offering the right fit product
* Ensured cold calling for the highest quality of the sales

**Customer Advisor - Sales and Service** | AMEX Cards | The City Bank Ltd.Oct 2009 to Jul 2010

* Prepared performance dashboards across various dimensions
* Followed up sales achievements and deficits with sales associates
* Facilitated regional leaders with necessary system insights to develop the

**Database Management Officer** | City CellDec 2007 to Sep 2009

* Monitored real time customer database and updated daily customer database
* Provided on the job training to new employee
* Coordinated and communicated with the regional team

**EDUCATION & TRAINING**

**Business Office Skills** Mar 2022 – cont.

Centennial College, ON

**Human Resource Management, MBA** Jan 2008 - Dec 2010

Stamford University, Bangladesh

**Worker Health and Safety Awareness** July 2021

Ministry of Labour, Ontario

**Food Handler Certification** (5 Years) May 2021

FoodPrep Inc.