

Alieh Hosseini

Scarborough, Ontario M1R 3K7
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Objective

To secure a customer service/administrative support position providing expertise for data entry and database administration, product information, troubleshooting, equipment or service problems or upgrades, billing issues, scheduling appointments, etc. in an office, call centre or IT environment.

Profile

Over five years of customer service and administrative support in grocery store and office settings providing reception, cashiering, clerical, data entry and IT support. Holder of Business Management Diploma. Detail oriented with excellent time management, analytical and organizational skills. Friendly, positive and approachable person who is eager to work.

Professional Skills

- Good communication, interpersonal, customer service skills and am an attentive, empathetic listener
- Always patient, courteous and calm when working under pressure situations such as dealing with high volume of customers and meeting required deadlines
- Enthusiastic fast learner with ability to learn new systems – computer, administrative procedures, operations – as well as gaining product knowledge
- Excellent problem solving abilities with experience in dealing with difficult customers and knowing how to de-escalate the situation and effectively resolve the issue
- Punctual, flexible and adaptable to rescheduling of hours of work and changes in processes, guidelines and unexpected problems or delays
- Enjoy being part of a team and am always supportive, but when required, I am confident working on my own
- **Language skills:** English (fluent) Persian and Farsi (native) with basic language skills in Urdu, French and Hebrew

Technical Skills

- MS Office 365 (Word, Excel, PowerPoint,) Google Workspace G-Suite
- Word processing tools and creation and use of spreadsheets
- Software systems including CRM (Customer Relationship Management)
- Adobe Suite, Git, GitHub, Windows 7, 8, 10, Android, IOS
- OSI Model
- Experienced in hardware and software setup, UX Design, GitHub,
- Familiarity with HTML, CSS and SQL and various cybersecurity programs through CISA and ISACA-ITCA training
- Practical knowledge of office equipment, computer hardware and peripheral devices
- Proficient data entry and typing skills with speed of 35 wpm

Education and Training

Community Outreach Canada, Toronto

Customer Service Training Certificate
Cultural Integration and Communication Certificate
WHMIS and First Aid/CPR Certification

February – April 2024

CultureLink/NEAT

- ISACA-ITCA Certification

November 2023 – Present

Udemy On-Line Courses

- CISA (Certified Information Systems Auditor)
- SQL

November 2023 – Present

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Education and Training continued

Canadian Business College, Toronto

- Business Management Diploma

April 2017 - March 2022

Npower Canada, Toronto

- Scrum Master Leadership Skills
- IT Support Specialist Training

September 2021 – February 2022

George Vanier Secondary School

Marc Garneau Collegiate Institute

- OSSD

2009-2016

only summer school

Professional Experience

CultureLink/NEAT and ISACA ITCA, Toronto

Tech and Administrative Support (Work Experience)

- Conducted first level response for security events including intrusion detection and malware infections
- Followed defined workflows for efficient treat remediation
- Utilized cutting edge tools to risk identification, assessment, response, and monitoring. for proactive analysis and mitigation of potential threats
- Collaborated with cross-functional teams to enhance security operations
- Utilized a help desk ticketing system for tracking and prioritizing support requests
- Collaborated with IT teams to accelerate and resolve complex technical issues
- Delivered excellent customer service through effective communication and problem resolution

October 2023 - Present

Tropicana Employment Centre, Toronto

Junior Cybersecurity Analyst

- Used various techniques to monitor and protect the network (firewalls, cloud security) to provide service to various projects
- Performed network vulnerability assessments and reported findings to Senior Analyst
- Collaborated with cross-functional teams to enhance security operations

May 2021 – March 2023

Sunny Foodmart

Cashier and Customer Service Assistant

- Registered sales on cash register by scanning items, entering product codes, itemizing and totalling customers' purchases and carrying out cash, debit and credit transactions
- Provided positive, friendly customer services by responding to questions, resolving issues and bagging purchases as required
- Processed return transactions based on company return policy by verifying product and receipt, checking expiration dates and recall notifications prior to issuing refund or replacement

February 2019 – March 2020

Hobbies and Special Interests

- Volunteering in the community, reading, doing technical research, taking courses to improve my skills

References Available Upon Request