

## **Mariam Bashir**

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Experienced and detail-oriented Customer Service professional with over 5 years of success in customer support, data entry, and client relations. Focused on delivering effective resolutions in line with company policies and procedures, while actively listening to customer concerns. Strong in communication, time management, and problem-solving, especially in fast-paced environments. Proficient in Microsoft Office and committed to creating a positive customer experience from the first interaction.

### **Education**

Administrative Assistant Diploma (Honours)  
Saskatoon Business College – Saskatoon, SK  
Graduated: November 2020

Bachelor of Economics (Graduated) University of the  
Punjab – Lahore

### **Skills**

- Call Center Operations & Remote Support
- Problem-Solving skill & Attention to Details
- Customer Service & Client Relations
- Confident using CRM and similar tools to manage customer interactions and data
- Proficient in Windows and MS Office
- Microsoft Office 365 (Word, Excel, Access, Outlook, PowerPoint)
- Data Entry & Administrative Support
- Ability to work effectively as a team member with minimal supervision
- QuickBooks & Basic Accounting Knowledge
- Fast & Accurate Typing (50 WPM)
- Time Management & Multitasking

### **Professional Summary**

#### **Team Member**

**Jersey Mike's - Saskatoon - September 2025 - Present**

#### **Amazon Associate Program (Part-Time)**

Self-Employed – Remote - Jan 2025 – Present

- Creating and promoting content to explore affiliate marketing. Building hands-on skills in e-commerce.

**Customer Solution Specialist****Gexel Telecom– Remote****October 2021 – December 2023**

- Provided phone and live chat support to clients across Canada and USA
- Managed the day-to-day operations and processes that support the fulfillment of customers' orders.
- Maintain detailed and timely records of customer issues, resolutions, and inquiries across multiple channels. Ensured follow-up through email and phone communication
- Resolved customer issues efficiently while identifying and supporting continuous process improvement opportunities to enhance the customer experience
- Demonstrated patience and empathy while dealing with challenging situations, ensuring a calm and positive outcome.
- Utilized customer relationship management (CRM) software to track customer interactions.
- Responded to escalation tickets and customer queries related to orders and payments related to returns processing and refunds

**Booking Clerk / Call Center Agent (Contract)****Saskatchewan Health Authority – Saskatoon, SK****March 2021- May 2021**

- Scheduled appointments and managed call flow for healthcare services
- Accurately processed booking requests using multiple computer systems
- Adapted quickly to fast-paced remote work demands

**Sales Associate****Old Navy – Saskatoon, SK****October 2018 – July 2019**

- Assisted customers with purchases and answered product questions
- Operated cash register and processed transactions
- Promoted in-store deals and organized merchandise displays

**Supervisor / Team Member****Extreme Pita – Saskatoon, SK****July 2016 – September 2018**

- Trained new employees and supervised team operations
- Managed inventory, placed orders, and monitored stock levels

**Career Break (Planned)****January 2024 – December 2024**

- I took a planned break to visit my father and travelled to two different countries, gaining new experiences and perspectives along the way.