

# ZUHAIB QURESHI

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## Summary

Customer-focused advocate with a strong background in customer support, technical troubleshooting, and digital marketing. Skilled in managing customer inquiries, resolving account issues, and delivering clear, empathetic solutions. Proficient in ticketing and CMS systems, and experienced in remote, team-oriented environments. Known for problem-solving abilities, commitment to quality support, and excellent communication. Fluent in English, Urdu, and Pashto. ---

## Experience

### **Freelancing**

#### **Social media | 01/2023 - Present**

Developed and managed content for social media platforms, boosting engagement and growing brand presence. Collaborated with clients to achieve e-commerce sales goals through targeted digital marketing and customer engagement strategies. Delivered responsive customer support via email and social media channels, troubleshooting account and integration issues to enhance client satisfaction.

#### **Majorel | Waterloo, ON**

#### **Content Evaluator | 01/2022 - 11/2024**

Evaluated digital and social media content for compliance, using proprietary tools to generate quality reports that guided content improvement. Reviewed multimedia content to ensure alignment with company policies, improving overall user experience and content accuracy. Contributed insights and findings to internal documentation, supporting process improvement and consistency in customer-facing materials.

#### **Mary Brown's Chicken & Taters | Brantford, ON**

#### **Food Service Associate | 01/2022 - 11/2024**

Delivered high-quality customer service in a fast-paced environment, resolving customer inquiries to improve satisfaction and retention. Utilized sales tracking software to manage inventory, supporting operational efficiency and consistent service delivery. Worked collaboratively with team members to maintain workflow and ensure quality standards, especially during high-demand periods.

#### **Intermarche | Montréal, QC**

#### **General Laborer | 01/2020 - 11/2024**

Organized and stocked merchandise to maintain an efficient workspace and support smooth customer operations. Delivered courteous customer service, responding to inquiries and ensuring effective product display for optimal sales. Collaborated with team members to set up displays, contributing to sales growth and a positive shopping experience.

#### **Buanderie Villeray Limitee | Montréal, QC**

#### **Laundry Attendant | 01/2018 - 11/2024**

Operated commercial laundry equipment, maintaining high standards of quality, efficiency, and safety. Ensured compliance with health and safety procedures, contributing to a clean, customer-friendly environment. ---

## Skills

Customer Support & Issue Resolution, Account Management & Partner Integrations, Ticketing & CMS Systems (e.g., Zendesk, Help Scout), Troubleshooting & Technical Support, Documentation & Process Improvement, SaaS / B2B Customer Engagement, Internal Collaboration & Escalation, Remote Team Communication, Time Management & Organization, ---

## Education

#### **Macdonald Career Centre | Montréal**

#### **Automobile Technology | 12/2021**