



AZMIN SHIRAZ MOHAMED RIZVI

SERVICE MANAGER - COMMERCIAL ACCOUNTS
(MAJOR MARKETS)

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Busaiteen, Bahrain

SKILLS

Client Relationship Management (CRM, Salesforce)

SAP / ERP Systems

Customer Service & Retention

Sales & Account Management

Process Improvement & Problem Resolution

Microsoft Office Suite | Tableau | SharePoint

LANGUAGES

English

Sinhalese

VOLUNTEER EXPERIENCE

Program Coordinator
Toronto / Jan 2011 - May 2017

Volunteered as a Coordinator at the Canadian Red Cross Restoring Family Links - Find Family program for over 5 years

Community service worker

Toronto / Jan 2011 - Jul 2013

Volunteered in the capacity of a Community Service Worker at the Hellenic Hope Centre for Persons with Special Needs Inc.

PERSONAL DETAILS

Date of birth

11 July 1984

Nationality

Canadian

ABOUT ME

As a customer-focused Service Manager, I bring over eight years of expertise in client relations and account management, honed across diverse industries including postal, insurance, telecommunications, and finance. My proficiency in CRM systems and SAP/ERP is complemented by a talent for sales enablement, ensuring not only the resolution of client issues but also the enhancement of service delivery. My career is marked by a consistent track record of driving revenue growth and elevating customer satisfaction.

WORK EXPERIENCE

Service Manager, Commercial Accounts

Canada Post / Mississauga / Apr 2017 - Sep 2025

- Manage client relationships, resolve escalated issues, and ensure customer satisfaction.
- Analyze complaint trends, identify root causes, and implement corrective measures.
- Support sales teams by identifying business opportunities and contributing to revenue targets.
- Educate clients on new products, services, and process updates.
- Managed a portfolio of commercial accounts ensuring high levels of client satisfaction and retention.

Customer Service/Administration

Morneau Shepell / Toronto / Aug 2015 - Mar 2017

- Managed high-volume inbound and outbound customer service calls, ensuring high levels of customer satisfaction.
- Addressed employee and retiree inquiries regarding pension and benefits plans through phone, email, and in-person communications.
- Provided comprehensive explanations of plan provisions, eligibility criteria, enrollment processes, and retirement options to stakeholders.
- Processed administrative changes including enrollments, terminations, and life events in a timely and accurate manner.
- Acted as a liaison between insurance providers, pension administrators, and payroll departments to rectify any discrepancies.
- Maintained precise records in benefits systems, upholding strict adherence to company policies and regulatory compliance.

Technical Support & Customer Care

Shaw Cable / Winnipeg / Sep 2014 - Jun 2015

- Resolved a wide range of internet and cable connectivity issues, ensuring customer satisfaction and service reliability.
- Processed customer payments accurately and efficiently, contributing to the financial operations of the company.
- Successfully upsold new services by identifying customer needs and recommending appropriate solutions.
- Delivered exceptional service by providing knowledgeable and professional support, aiming to create a "WOW" customer experience.
- Expertly troubleshooted technical problems and order entry issues, minimizing downtime and enhancing user experience.
- Promoted Shaw products and services by highlighting features, advantages, and benefits, driving customer engagement and loyalty.
- Achieved sales targets through effective customer engagement, suggestive selling techniques, and in-depth product knowledge sharing.

Insurance Agent

CAA South Central Ontario / Toronto / Jun 2012 - Jul 2014

- Achieved monthly sales targets through effective client portfolio management.
- Identified and contacted prospective clients to evaluate their insurance needs, enhancing customer acquisition.
- Sold auto and home insurance policies by articulating policy benefits, risk coverage, and features comprehensively.
- Utilized rating software to provide accurate insurance quotes, ensuring thorough completion of policy applications.
- Monitored insurance claims, offering prompt responses to client inquiries and concerns.
- Fostered and strengthened client relationships, providing counsel on policy renewals and modifications.
- Collaborated with various insurance carriers and underwriters to negotiate optimal coverage for clients.

EDUCATION

Diploma in Community Service - Social Work

Academy of Learning - Toronto / Toronto / 2011

Bachelor of Business Administration

IBM Colombo / Colombo / 2007