

MOHAMED AL YASIN

Toronto, Canada

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SUMMARY OF QUALIFICATIONS:

- 5+ years of customer-facing experience in high-volume environments including retail, telecom, and airline industries
- Skilled in handling daily customer transactions, resolving concerns, and supporting clients throughout their service journey
- Comfortable promoting and explaining digital tools such as mobile apps, self-service features, and online platform
- Proven ability to uncover customer needs through active listening, ask the right questions, and offer helpful solutions
- Team player with a positive attitude, a strong work ethic, and the flexibility to work evenings, weekends, or rotating shifts
- Bilingual in English and Arabic, with a clean, professional appearance and strong interpersonal communication skills

RELEVANT SKILLS & EXPERIENCE

Customer Experience & Relationship Building

- Delivered personalized service to over 30+ customers daily, consistently exceeding expectations and building long-standing relationships
- Applied active listening to understand and resolve complex needs quickly, contributing to a 98% customer satisfaction rate
- Received positive feedback from diverse customers for professionalism and clear, friendly communication
- Consistently followed appearance and service standards aligned with brand expectations

Digital Tools, Transactions & Technical Support

- Helped customers navigate digital tools such as mobile check-in, online billing, and self-service platforms
- Encouraged use of digital apps and account tools at Bell and Nordstrom to streamline service and reduce wait times
- Handled day-to-day POS transactions, refunds, and adjustments with a 99% accuracy rate
- Quick to learn new systems and comfortable supporting customers with mobile or online services

Sales Support & Performance Contribution

- Consistently met or exceeded individual sales performance targets by identifying and acting on simple sales opportunities during service interactions
- Collaborated with team members in a positive, inclusive and fast-paced setting to meet shared branch performance goals
- Supported a fast-paced, team-based environment where performance and service quality were closely tracked
- Took initiative to assist teammates and contribute positively to team goals and morale

EMPLOYMENT HISTORY:

Sales and Service Agent	Air Canada, Toronto, ON	Mar 2022 – Oct 2023
Sales and Marketing Representative	OSL Direct, Toronto, ON	Feb 2021 – Mar 2022
Sales Associate	Nordstrom, Toronto, ON	Feb 2020 – Mar 2021

EDUCATION & TRAINING

Google IT Support Certificate	Google	Jan 2025 – May 2025
Google AI Essentials	Google	Jan 2025 – May 2025
Junior IT Analyst	NPower Canada, Toronto, ON	Jan 2025 – May 2025
Bachelor of Business (Incomplete)	Seneca College, Toronto, ON	Sep 2016 – Apr 2018