

Nina Lahourpour

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EDUCATION

Humber Institute of Technology and Advanced Learning

Toronto-Ontario

Business Management Diploma

January 2019- April 2020

Azad Science and Research branch Tehran University Tehran-Iran

Master of Agriculture

september2010-2012

Urmia university

Urmia-Iran

Bachelor of Agriculture

September 2004- 2009

Related Work Experience

Administrative Assistant (Placement)

Feb 2020 – April 2020

Northwood Collection, Toronto, Canada

- Executed record filling system to improve document organization and management.
- Prepare and submitted purchase orders and expense reports.
- Schedule and plan the internal meetings and maintained reports, agendas, and spreadsheet.
- Update existing Customer's data and maintain data base.
- Created presentation to inform, motivate and persuade internal and external audiences.

Customer Service representative

March 2019-Nov 2019

Woodbine Racetrack Entertainment, Toronto, Canada

- Listen and responded to customers questions and handling complaint and empathy with them.
- Documented customer correspondence in CRM to track request, problems and solutions.
- Provided special services for customers with disabilities and increase customer satisfaction.
- Remained courteous and calm, even during moments of customer dissatisfaction.
- Support English and Persian incoming call flow.

Peer Tutor

Sep2019 -April 2020

Humber College, Toronto, Canada

- Provide one-on-one tutoring session in math, accounting and computerized accounting.
- Reinforce classroom learning with additional discussion and problems.
- Provide individual lesson plans and study guide on subject matter.
- Coach students through challenging material with encouragement.

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Sale Associate

June 2014 - Dec 2018

Rojhda, Sanandaj, Iran

- Attend to customers' inquiries about their purchase and help them make right choice.
- Respond to client-initiate contact, assisting them with a financial transaction by sage 50.
- Help customers troubleshoot issues and solve problem by communication skill.
- Arranged new merchandise with signage and appealing to encourage customer service.
- Increased sale by offering advice on purchase and promoting additional products.

Salesperson

Rojhda, Sanandaj, Iran

March 2012- April 2014

- Sparked social conversations with customers to provide friendly atmosphere and smooth experience.
- Counted cash, made change and stored coupons to keep organized and balanced cash register drawer.
- Gathered information from client to create solutions that achieved business needs and desires.
- Demonstrated product features to align with customers' needs.
- Developed customized sales techniques to successfully sell to new and existing customer.

Skills and certifications

Certification of Initiate and Planning from Coursera by UCI

September 2021

Certification of Budgeting and Scheduling from Coursera by UCI

September 2021

Certification of Managing Project Risks and Change by UCI

October 2021

Hard Skill: Microsoft skills (Word, Excel, PowerPoint), CRM, Sage 50, Professional Selling, Customer service

Soft skill: Problem-solver, analytical thinker, detail-oriented with proven attention to accuracy and details, ability to work in a fast-paced environment, able to work independently and in a team, quick learner with passion to learn, multi-task, able to work under pressure and meet deadlines, self-starter