

# SINA ALIAKBARI

## Product Support Analyst - 2022 New Graduate

28 Harrison Garden Blvd, North York, Ontario, Canada M2 N7V5

+1 437 922 7237 · [Sinaaliakbari15@gmail.com](mailto:Sinaaliakbari15@gmail.com) · [linkedin.com/in/sinaaliakbari](https://www.linkedin.com/in/sinaaliakbari)

## Summary of Qualifications

- Demonstrated ability to communicate effectively, ensuring clear and concise interactions with clients and team members.
- Proven track record of successful sales, showcasing the ability to persuade and guide individuals towards informed decisions.
- Proficient in conducting client consultations, answering inquiries, and addressing concerns over the phone with professionalism and clarity.
- Adept at utilizing internet resources for research, communication, and lead generation to enhance sales strategies.
- Friendly, encouraging, and positive demeanor that fosters strong relationships with clients and contributes to a supportive team environment.
- Motivated and proactive individual who takes initiative, exhibits a strong work ethic, and thrives in a dynamic and fast-paced work environment.
- Precision in handling tasks, ensuring accuracy in documentation, and paying attention to the finer points of client interactions.
- Comfortable with a flexible and remote schedule, showcasing the ability to effectively manage time and seize sales opportunities in the local area.

## Experience

### Warehouse Manager, Vanak Food Inc

MAY 2021 – OCT 2021

- Supervised the receipts and invoices
- Accomplished warehouse operations by recruiting, selecting, training, and coaching employees.
- Oversee distribution, warehousing, and shipping.
- Meets warehouse operations by forecasting requirements, preparing budgets, and scheduling expenditures.

### Product Support Analyst, D2L

JUL 2022 – MAR 2023

- Handling phone calls/chats and provided quality customer service
- Problem solving, troubleshooting and, management for online businesses
- Business innovation and development
- Working in a team to achieve shared business goals

## Education

### Computer Programming Diploma, Sheridan College Davis Campus

DEC 2020