

Samiya Hussein

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Dedicated professional with extensive experience in customer service and team management. Demonstrates strong organizational skills and reliability, excelling in roles that require trustworthiness and effective communication. Eager to leverage skills in CPR, First Aid, and Excel Spreadsheets to contribute positively to a dynamic work environment.

EMPLOYMENT HISTORY

FLOOR LEAD

Skechers, Toronto, Ontario – *Feb 2022 - Present*

- Supported Skechers with merchandising, display organization and floor moves.
- Improved store revenues by upselling and cross-selling merchandise to clients.
- Responded quickly to customer inquiries, asking questions to better understand their needs. Led floor operations, driving sales through strategic merchandising and client-focused upselling, resulting in measurable revenue growth for Skechers.

SERVER

Bloom Restaurant, Toronto, ON – *May 2019 - Aug 2021*

- Completed sales on the POS system.
- Prepared food and beverages for customers.
- Functioned as a team member to aid other employees, managers, and supervisors with daily functions.
- Serviced guests with food and beverage requests in a timely, professional, and friendly manner.
- Ensured all tables and silverware were placed neatly and everything was always tidy and clean.
- Performed cashiering functions by closing checks and preparing end-of-day reports.

INTERN

Somali Canadian Association, Toronto, ON – *Jan 2019 - Dec 2020*

- Created word, PowerPoint, and Excel presentations for clothing brands.
- Worked on spreadsheets for total expenses for the company.
- Hired other interns throughout the seasonal year.

SALES ASSOCIATE

Banana Republic, Toronto, ON – *Nov 2018 - Mar 2019*

- Organized and sorted clothing on the sales floor.
- Completed stock shipments from the back room.
- Assisted customers with their shopping needs during the holiday season.

SERVICE ASSOCIATE

Canada's Wonderland, Toronto, ON – *Jul 2018 - Dec 2018*

- Delivered exceptional guest experiences at Canada's Wonderland, enhancing visitor satisfaction through prompt service and friendly interactions.
- Streamlined service processes, reducing wait times and improving overall efficiency in high-volume periods at Canada's Wonderland.

Retail Associate

RW&CO, Toronto – Apr 2023 - Jul 2024

- Guided customers in product selection, boosting sales and enhancing satisfaction through tailored advice.
- Optimized customer experience through personalized product recommendations, driving sales growth and fostering long-term client relationships.
- Partnered with team members to create an engaging shopping environment, resulting in improved customer retention and positive feedback.

EDUCATION

Bachelor of Interdisciplinary Social Science

YORK UNIVERSITY, Toronto, ON – Sep 2021 - Apr 2025

SKILLS

Excel Spreadsheets

Team Management

Reliable

Trustworthy

Organizational Skills

First Aid

CPR

Customer Service

LANGUAGES

English

French

Native

Proficient

Arabic

Highly proficient

REFERENCES

HALIMA FARAH

Manager, Journey's

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