

SHAHIN BANU

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Brampton,

Energetic individual equipped to work hard in fast-paced, constantly changing environments. Dedicated Warehouse team member skilled in operating equipment, prioritizing tasks and carrying out fast-paced work to meet team goals. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.

SKILLS

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| <ul style="list-style-type: none">- IT skillsMS WindowsMS Office tools | <ul style="list-style-type: none">- Other SkillsCustomer ServiceInventory ManagementWarehouse SafetyCommunication skillsTeamwork skills |
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WORK EXPERIENCE & RESPONSIBILITIES

- **Warehouse Associate**
TJX Distribution Center | Brampton, ON
Prepared orders for shipment by picking, packing, and labeling merchandise.
Packaged and shipped orders accurately to promote safe and quick delivery to customers.
Maintained a safe work environment by adhering to safety protocols and regularly inspecting warehouse equipment.
Cleaned and maintained warehouse in compliance with OSHA safety standards.
Maintained clean workspace consistently; keeping aisles clear from obstructions promoting workplace safety.
Collaborating with other departments to optimize warehouse operations and keep production high.
Packed, secured, labeled and applied postage to materials to prepare items for shipment.
Consistently lifted materials weighing as much as 50 pounds.

- **Educational Assistant (CLASSROOM ASSISTANT)**
Sir Winston Churchill Public School | Brampton, ON
02/2023 - Present
Develop positive relationships with students, and staff members to foster a safe learning environment
Demonstrate knowledge of student behavior management techniques to maintain order within the classroom
Keep students within sight and audible distance, promoting child safety and protection
Manage behavior issues using positive reinforcement techniques such as praising good behavior rather than punishing bad behavior
Respond quickly and appropriately to emergency situations involving students
Observe each child's physical, mental, emotional and social development on a daily basis.
Assist students with personal care needs
Monitor students for signs of distress or frustration and provide appropriate support.

- **LUNCHROOM SUPERVISOR**

Sir Winston Churchill Public School | Brampton, ON

01/2022 - Present

Supervising children eating their lunch: encouraging children to eat their food, behaving politely and respecting others within the dining areas Administering first aid for minor accidents.

Improved student lunchroom behavior by implementing clear rules and expectations.

Assisted teachers during non-meal hours with classroom and student support needs.

Ensured a clean and sanitary environment for students by performing regular cleaning tasks.

Monitored student behavior and implemented corrective actions.

Served as a positive role model for students by maintaining a professional demeanor and consistently emphasizing the importance of respecting school lunchroom rules

CUSTOMER SERVICE REPRESENTATIVE

Teleperformance (Flipkart) | Jaipur, Rajasthan

03/2021 - 10/2021

Maintained a high level of professionalism when dealing with difficult customers

Handled customer complaints and inquiries in a courteous and efficient manner

Provided exceptional customer service to ensure customer satisfaction Resolved customer complaints promptly and efficiently

Developed positive relationships with customers through friendly interactions

Responded to telephone inquiries and complaints following standard operating procedures

Performed data entry tasks accurately and in a timely manner Processed orders, returns, and exchanges in an accurate and efficient manner

Maintained an updated knowledge base of current products, services, pricing, promotions

Tracked all incoming calls and emails from customers using appropriate software applications.

EDUCATION & CERTIFICATION

Diploma | Health And Community Services, Community Service Worker , 2025

Diploma | Occupational Health and Safety 2025

Certificate | Crisis Intervention Training, 2025

Certificate | Finding your path within the Canadian workforce Training, 2024

Certificate | First Aid and CPR, 2024

Certificate | Finding your path within the Canadian workforce, 2024

Bachelor of Business Management | Business Management, Micro Business Management, 2010

Degree | Accounting And Business Management, 2007
