

**Mark Hashemi**  
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## OBJECTIVE

IT administrative worker, with several years of experience working in customer service and youth services. Skilled professional with experience working in the non-profit, public and the private sector. Extensive payroll knowledge with experience using SAP and Excel for managing and completing payroll duties.

## SUMMARY OF QUALIFICATIONS

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- Over six years' experience working with in high volume call center positions
- Professional telephone manner and strong organizational skills working with a record/retrieval system.
- 7 years' using various applications to prepare and format complex reports, charts, graphs, and statistical data.
- Experience in conflict resolution practices and negotiation theory utilized within contact centre principles and practices.
- Knowledge of the Occupational Health and Safety Act, WHMIS, and labour relations
- Enthusiastic team player, able to multitask and handle high pressure environments
- Excellent proficiency in Microsoft Word, Excel, PowerPoint, Outlook, Windows applications, SAP, and GroupWise

## TECHNICAL SKILLS

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**Operating Systems:** *Windows, Mac OS, Linux, Android, iOS*

**Applications:** *Microsoft Suite, QuickBooks, MS Word, Excel, AS400, Sprinklr, CLASS, SAP,*

**Tools:** *CLASS, Google Cloud Services*

**Programming languages:** *JavaScript, HTML,*

**Project Management:** *Scrum, Gantt Charts, Microsoft Project, Trello*

## WORK EXPERIENCE

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**Willow Park Community Centre** (Toronto, ON)

May 2016 – March 2020

*Program Facilitator/Youth Coordinator*

- Created and developed 10 youth programs that provided youth with attaining life skills, that helped them establish professional development goals, and using logical self defense skills to avoid conflict.
- Coordinated the youth entrepreneurship initiative which taught youth business development skills in web design, social media marketing and sales.
- Outreached to over 50 neighborhood organizations and created partnerships that referred youth and young adults to support services in West Toronto.
- Connected over 10 youth a month to community resources that supported their academic transition from high school into community colleges and trade schools.
- Assisted managers during the different phases of writing an RFP, by gathering program statistics and collecting community support letters to add to the proposal.
- Connected youth to programming, events and mentorship that supported their business pursuits.