

Anney S. Abid

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A passionate and dedicated leader with extensive experience in Customer relations, excel in fast paced and changing work environment.

EDUCATION:

- **MLC College of Business, Mississauga, ON**

System Application and Products (SAP) Certification in Human Resource (HR) Management

- **Devry College of Technology, Mississauga, ON**

Electronics Engineering Technician.

- **Ryerson Polytechnic University, Toronto, ON**

Applied Computer Science

INTERPERSONAL AND PUBLIC RELATIONS SKILLS:

- Respectful and organized when dealing with people and assigned tasks
- Able to work in a fast environment because of inept adaptability and willingness to learn
- Intuitive and innovative when dealing with new products or unfamiliar devices
- Motivated and Communicative in all aspects of life
- Ability to set and meet deadlines and function in a high-pressure environment
- Enthusiastic and competent when dealing with customers and employers
- Attentive to details, accuracy and time management
- Proficient in Microsoft Office, Microsoft Access, C++ , Visual Basic, CRM tools, QuickBook, Jonas

EMPLOYMENT HISTORY:

Remax Success Realty Brokerage June 2025-Present

- Sales Representative dealing with clients in Buying selling Real Estate

Remax Realty Specialists Inc. Brokerage, November 2010-June 2025

- Sales Representative dealing with clients in Buying selling Real Estate

Mississauga Golf and Country Club, January 2020– 2024

Office Manager

- Scope of responsibility is diverse and includes managing customer service
- Coordinating complex data collection, documentation, reporting, typing correspondence, maintaining and updating records
- Monitoring office inventories, assisting with general accounting and payroll processing, planning meetings and schedules
- Update and maintain department policies and procedures, and handled related inquiries
- Co-Chair with HR Director with all Health and Safety policies and regulations. Arranged monthly inspections and quarterly member meetings

- Active and key member of the social committee.

Creightonrock, May, 2011-November, 2020

Administrator

- Ensure timely and through responses and inquiries to customers both external and internal
- Respond to Customer service calls
- Handle RMA procedures
- Retrieve RFQ's and managed Quote activities
- New Customer setup and maintain customer portals
- Enter and review customer PO's and identify discrepancies
- Attend weekly planning meeting
- Review and verify test lab report forms
- Collaborate with Engineering department to compile test data reports in a timely manner

HUDSON BAY, September, 2005 – May, 2011

Team Lead

- Responsible for overseeing the entire store operations
- Handled sales tracking and reporting, inventory control and employee payroll
- Training and supervised full and part time personnel
- Met and exceeded Service level expectations and improved target benchmark through consistent sales
- Managed and improved workflow through workload monitoring to ensure efficiency and increase productivity
- Ensured excellence in customer service and resolved all problems at the district level

ANTECH LABS, February, 2003 – August, 2005

Technical Support

- Provided extensive support to high profile customers for multi-user operating systems and applications
- Call logging in the customized helpdesk software for change management
- Helped with troubleshooting hardware and software issues, gave instructions over the phone, authorized and mailed out replacements, and handled customer complaints
- Provided technical support for various applications as well as hardware issue
- Assigned problems to specific departments for escalation and resolution

CANADIAN CONFERENCE INSTITUTE, January, 2000 – October, 2001

Customer Support Service

- Meet Company goals through generation of sales by being persistent, knowledgeable and having excellent phone skills
- Duties consists of phone work both incoming and outgoing with prospective and existing customers, reviewing and updating company database, and following policies, procedures, rules, and regulations and reporting needed changes
- Promoted to customer service mentor from customer service associate within 6 months

References:

Provided upon request