

Niloufar Ahmadi

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PROFILE

- Over 2 years of experience in office administration, managing teams and optimizing workflow
- Ability to navigate regulatory environments and ensure compliance in operations settings
- Skilled in conducting research and preparing documentation for business operations and projects
- Fluent communication in both French and English, adept at fostering collaborative environments and facilitating cross-functional communication

EDUCATION

Bachelor of Commerce, Management May 2050

John Molson School of Business, Concordia University, Montreal, Quebec

- Selected courses: Organizational Behavior, Operations Management, and Strategic Management
- Graduated with Great Distinction

TECHNICAL SKILLS

Project Management Tools: Microsoft Project, Asana, Trello

Data Analysis and Reporting: Microsoft Excel, Google Analytics, Tableau

CRM Systems: Salesforce, HubSpot

Financial Software: QuickBooks, SAP

PROFESSIONAL EXPERIENCE

Management Intern May 2049 – August 2049

KPMG, Montreal, Quebec

- Conducted comprehensive case research and compiled detailed reports for senior partners, contributing to the preparation of client proposals
- Organized and digitized 500+ legal documents, improving retrieval efficiency by 30%
- Managed client communications, scheduling 50+ appointments, and ensuring high client satisfaction through effective service

Administrative Assistant October 2047 – May 2049

CGI, Montreal, Quebec

- Led the redesign of the company's website using HTML and CSSS, resulting in 25% increase in website traffic and engagement
- Coordinated and assisted in launching 3 successful marketing campaigns, increasing brand visibility and generating \$50,000 in new sales
- Implemented a streamlined communication system that reduced interdepartmental response times by 20%, enhancing operational efficiency

Customer Service Representative

May 2043 – June 2047

Best Buy, Montreal, Quebec

- Provided technical expertise to customers, resulting in a 15% increase in upsell of high margin products
- Processed 100+ returns and exchanges weekly with a 98% accurate rate, exceeding company standards
- Resolved escalated customer complaints, achieving a 90% resolution rate without further escalation to management

VOLUNTEER EXPERIENCE

Home Builder

June 2047 – August 2047

Habitat for Humanity, Mexico City, Mexico

- Constructed residential homes for underprivileged families
- Contacted sponsor retail outlets to collect home appliances for new builds

EXTRA-CURRICULAR EXPERIENCE

Vice President

September 2049 – May 2050

John Molson International Business Association, Montreal, Quebec

- Oversaw the association's activities and ensured the alignment with the goals and objectives
- Represented the association in various forums, maintained communication with members and external stakeholders
- Contributed to the development and implementation of strategic initiatives and projects aimed at enhancing the association's impact and reach

Chess Player & Member

June 2044 – present

Montreal, Chess Club, Montreal, Quebec

- Actively engage in competitive individual and tournament style chess matches
- Analyze and strategize various game formats to enhance performance and gameplay

AWARDS

Montreal Regional Tournament Champion

2049

Montreal Chess Club, Montreal, Quebec

Honorary Essay Award for Outstanding Achievement

2047

"Tales of Democracy"

Dawson College, Montreal, Quebec

INTERESTS

International Politics, Crime Novels, Chess, Hockey