

Ejaz Seros

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HIGHLIGHTS OF QUALIFICATIONS

- Ability to train, effectively motivate, communicate, and lead a team
- Can communicate fluently in English, Korean, Persian (Farsi/Dari), Urdu, and Hindi
- Takes initiative to develop effective plans and execute them to increase sales, motivation, and productivity
- Excellent attention to detail
- Proficient at solving unexpected problems through quick thinking and always ensuring sure customer satisfaction
- High focus on upholding workplace standards of practice and safety procedures
- Ability to effectively communicate/ listen, and convey head store manager demands to employees, as well as mediate between parties when needed
- Takes responsibility and accountability for store financial objectives and operational standards
- Proficiency in MS programs, Photoshop, PC Applications, outlook/E-mail, Excel
- Forklift and pallet jack certified; Food Safety Certified; Frist Aid and CPR Certified (HCP); proficient in use of store planogram software

WORK HISTORY

Orthotic Technician

Caley Orthodontic Laboratory Ltd. - Waterloo, ON

May 2022 to Present

Detail-oriented orthodontic technician, experienced in fabricating and repairing orthodontic appliances. Committed to delivering high quality solutions and ensuring satisfaction through precision and expertise.

Skills/Duties:

- Constructed and fabricated a variety of custom orthodontic appliances such as retainers, braces, aligners, mouth guards, expanders etc according to specifications.
- Ensure high standards of workmanship and quality control in all dental products/procedures
- Conducted regular quality checks to ensure compliance with dental standards/regulations
- Pouring and trimming plaster models from dental impressions
- Ensuring the laboratory is kept clean, sterile and organized
- Adjust and repair broken or damaged dentures/appliances to maintain proper function, addressing any issues that rise
- Performs duties such as wire bending, polishing, and waxing
- Excels in fast paced, high volume situations
- Strong ability to collaborate with fellow orthodontist technicians to ensure optimal quality outcome

- Maintained detailed record of appliances, adjustments, and repairs
- Assisted in training new technicians on fabrication techniques and laboratory procedures

Boxing instructor

May 2022 to present

Sydfit, Kitchener ON

Passionate and experienced boxing instructor with over 10 years' experience in training individuals and groups. Committed to helping clients with their boxing goals through challenging training programs, skill development, and motivational coaching.

I have been doing boxing since I was 8.

I was part of the national team which led me to box in national and provincial level.

Duties:

- Conduct one-on-one and group training sessions, focusing on technique, strength, and endurance
- Evaluate client performance and provide constructive feedback at the end of each session to improve skills and fitness levels.
- Ensure a safe and supportive training environment by enforcing proper techniques and safety protocols
- Proficient at building positive relationships with both team members and clients
- I am presently teaching boxing to individuals of diverse ages/genders/skill levels

Skills:

- Proficient in client assessment and progress tracking
- Advanced knowledge of boxing techniques and training methods
- Excellent communication and motivational skills
- Knowledge of injury prevention and management
- Highly competitive
- Dependability in time management and organization
- Familiar with fitness equipment and maintenance
- Reliable to be present in every session and building strong client-trainer relationship

Personal trainer, boxing instructor

December 2021 to November 2022

Movati athletics, Waterloo ON

Passion for improving health client health, wellness and quality of life. Deliver high-energy training using the latest techniques in exercise science, cardio program and strength training.

International sport science Association (ISSA) certified

Empowered University students and clients to take control of their eating and exercise habits by providing personalized training, customized meal plans, knowledgeable instruction and motivation support.

Became trainer of the month on my first month working at Movati athletics.

Assistant Grocery Store Manager

November 2019 to June 2021

Farm Boy, Cambridge ON

- Recruited, interviewed, and trained new talent for the department
- Completed administrative duties such as data entry, schedule writing, payroll, printing signs, ordering merchandise, and controlling inventory
- Oversaw customer complaints and made positive changes to increase customer satisfaction
- Created various product display planograms that successfully improved product sales according to weekly reports
- Implemented Covid-19 safety rules and procedures by monitoring employees and customers, refilling hand sanitizer stations, encouraging physical distancing, and sanitizing workstations
- Diffused employee conflicts and advocated on behalf of employees to the management
- Performed opening and closing procedures, completed quality control measures, and stocked shelves
- Promoted positive workplace morale during the difficult times of Covid-19 pandemic by allowing flexible schedules, encouraging frequent breaks, and referring employees to mental health resources available to them

Store Manager (Night Shift)

April 2018 to April 2019

Real Canadian superstore (RCSS), Kitchener ON

- Managed up to 30 employees and 8 departments on nightly basis; opened the store and took over as day manager in the absence of the daytime managers
- Prepared and implemented employee work schedules and attendance procedures
- Trained employees on various store procedures and job requirements
- Managed the hiring process and recruited great talent to join the team
- Ordered merchandise, controlled the overstock verification process, handled the shipping and receiving process, and determined if inventory was sufficient for needs
- Regularly reviewed employee productivity, coaching and performance plans
- Planned and followed up on weekly sales programs
- Implemented department wide initiatives encouraging teamwork, and planned events for staff to show appreciation
- Recommend new sale strategies and made well thought out suggestions during monthly store and district manager meetings

Night Crew Replenishment Clerk**Real Canadian superstore (RCSS).**

January 2017 to April 2018

- Trained new employees and provided coaching and support
- Stocked and rotated product displays on shelves to promote sales
- Took initiative and made suggestions to management about proper time management and employee placements
- Checked product quality by inspecting expiry dates and placed products on display shelves and maintained an organized layout

- Checked and reported product replenishment data to the management to ensure on time receiving
- Assisted customers and ensured exceptional customer service
- Placed discount and sale signage throughout the store
- Effectively used Power Jacks and Stacker machines to move pallets

Translator and Guide

2013 to 2014

KOICA, Seoul, South Korea

- Translated from English to Korean and Korean to English
- Translated from Korean to Persian, and Persian to Korean
- Provided guide to large groups of teachers and technicians around the community
- Answered the questions and attended to the needs of the group
- Coordinated with the supervisors, bus drivers and restaurants to ensure client satisfaction
- Provided recommendations on tour plans to the administrative team

EDUCATION

International sport science association (ISSA) certified

2021

GED (General Education Diploma)

Graduate of 2017

St. Louis School, Kitchener ON

Korean Language Institute

2015 Diploma

Sun Moon University, South Korea

HOBBIES

- **Boxing presently, and been invested and committed for 16 years**
- **Volunteer as interpreter for new immigrants through KW Multicultural Centre**

References available upon request