# MUHAMMAD RAFFAY

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# SUMMARY OF QUALIFICATIONS

**•**  Experienced Customer Service Representative dedicated to delivering exceptional service with strong communication and interpersonal skills.

* Dynamic e-commerce entrepreneur with a proven track record of turning ideas into profitable ventures through strategic innovation and partnerships.
* Skilled Data Analyst Intern proficient in collecting, analyzing, and interpreting data to provide actionable insights in a healthcare environment.
* Being a Executive Assistant at FTLOM, I thrive in a multifaceted role where I employ my expertise in blog writing, organic growth strategies with web development exclusively for realtor clients.

# TECHNICAL SKILLS & KNOWLEDGE

Programming – C#, HTML, CSS, JS, OOP Social Media Management

First Aid and CPR/AED Level C Strategic Planning

QuickBooks Microsoft Suite

# EDUCATION

# Hon. Bachelor of Computer Science, and a minor in Business administration 2022 - Present

# Trent University | Peterborough, ON

● Relevant courses: Object-Oriented Programming, Human Resource Management, Organizational Behavior, Front-end web development

# RELEVANT EXPERIENCE

# Executive Assistant , For the Love of Marketing May 1 2024 – Present

SEO Specialist | Remote

**McDonald’s Canada Jan 2023 - Present**

Customer Service Representative | Peterborough, ON

**Legendary Security May 2023 – Present**  Security Guard | Peterborough, ON

**Amazon FBA, RSR Ascent. Mar 2023 – Dec 2023**

Business Owner | Remote

**AMMA Care LLC, May 2021 – Jul 2021**

Data Analyst Intern | Chicago, Illinois, United States

**Founder, Hotch Potch Feb 2021 – Sep 2022**

Business Owner | Hybrid (Lahore, Pakistan and Remote)

**VOLUNTEER EXPERIENCE**

# Leads school system Educational Volunteer | Lahore, Pakistan. Dec 2020 – Mar 2021