

FATIMA LAMEEI

CONTACT

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EDUCATION

Bachelor of Design in Interaction Design

Emily Carr University of Art and Design | Vancouver, BC Canada
2021 - Present

LANGUAGES

- English
- Farsi

SKILLS

- Creative Problem Solver
- Time Management Skill
- Team Collaboration
- Strong Communication Skills
- Flexible & Adaptable To Changing Environments
- Web + Mobile Literate

TECHNICAL DESIGN SKILLS

- UI/UX Design
- Logo Design
- Figma
- Adobe Creative Suite

WORK EXPERIENCE

Technical Specialist

Apple | Vancouver, BC Canada
08/2024 - Present

- Conducted diagnostics to identify and resolve hardware and software issues efficiently.
- Educated customers on device care, software, and features.
- Listened to customer needs to deliver personalized solutions.
- Collaborated with team to enhance support strategies.

Specialist

Apple | Vancouver, BC Canada
06/2022 - 08/2024

- Shared knowledge and provided outstanding assistance.
- Obtained up-to-date information about the products.
- Described products to customers and explained needed details.
- Asked open ended questions to identify customers' needs and match them with the best products and services.

Sales Person

Browns Shoes | West Vancouver, BC Canada
01/2022 - 06/2022

- Developed and actualized customer service initiatives to decrease wait times.
- Exceeded goals through effective task prioritization and great work ethic.
- Participated in continuous improvement by generating suggestions, engaging in problem-solving activities to support teamwork.
- Prepared merchandise for sales floor by pricing or tagging.

Sale Associate

Mark's | North Vancouver, BC Canada
10/2020 - 01/2022

- Helped customers locate products and checked store system for merchandise at other sites.
- Maintained records related to sales, returns and inventory availability.
- Solved customer challenges by offering relevant products and services.
- Engaged with customers to effectively build rapport and lasting relationships.