

Ashley Malik

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Dedicated and resourceful customer service professional with over 30 years of experience delivering exceptional service in fast-paced and varied environments, including retail, logistics, and call centers. I am known for problem-solving, conflict resolution, and improving business processes. Holds Enhanced Reliability Security Clearance (2018) and a Diploma in Bookkeeping. Proficient in Microsoft Office and highly skilled in cash handling, order fulfillment, and customer retention. Committed to accessibility and inclusivity in the workplace

SUMMARY OF QUALIFICATIONS

- Customer Service Excellence
- Conflict Resolution & Customer Retention
- Cash Handling & Financial Audits
- Order Fulfillment & Logistics
- Process Improvement & Operational Efficiency
- Training & Team Collaboration
- Microsoft Office Suite (Word, Excel, Outlook, PowerPoint)
- Mathematics & Payroll Administration
- Working with Diverse Populations

SKILLS AND ABILITIES:

Customer Service & Retention

- Over 30 years' experience in customer-facing roles, including retail, food service, delivery, and call centers.
- Recognized for effectively resolving customer issues with professionalism and empathy.
- Participated in sales competitions and promotions at Tim Hortons corporate Enroute locations, helping to increase product sales.

Cash Management & Auditing

- 24 years of cash management experience; supervised cash office operations at Michaels and Walmart.
- Trained new store managers in financial processes, safe audits, and daily cash reconciliation.
- Balanced registers, completed daily deposits, and performed ATM audits.

Logistics & Fulfillment

- Fulfilled online orders as an independent contractor for companies like Amazon and Sport Chek.
- Worked in Amazon's overnight fulfillment team, identifying and solving process inefficiencies, such as equipment maintenance delays, which improved warehouse performance.
- Experience driving for Lyft and delivering auto parts for Parts Source, ensuring timely and courteous service.

Process Improvement

- At Amazon, identified logistical bottlenecks and implemented a tracking system for equipment needing service, which contributed to exceeding performance targets.
- At Michaels, resolved a long-standing cash discrepancy issue by retraining cashiers and improving oversight, enabling the store manager's promotion.

RELEVANT WORK EXPERIENCE

Rideshare Driver

2019-Present

Lyft Canada

Safely transported clients while maintaining professional and friendly service.

Business Services Broker

2013-Present

Independent Various Organizations

Delivered B2B and B2C orders, improving customer satisfaction through punctual service and effective communication.

Overnight Fulfillment Associate

2021-2024

Amazon, Ottawa

Collaborated with team members to fulfill customer orders accurately and improve operational flow.

Cash Office Manager

2010-2014

Michaels & Walmart

Oversaw all aspects of cash handling, financial reporting, and training in busy retail settings.

Cashier & Customer Service Representative

2000-2022

Tim Hortons

Processed transactions, prepared food/beverages, and ensured a welcoming environment for customers. Notably contributed to a positive cultural shift at Enroute locations.

ADDITIONAL EXPERIENCE

Assistant Manager

Mac's Convenience / Suny's Petroleum

Delivery Driver

Parts Source

Tutor

Ottawa Learning Center (Math & Accounting)

Office Administration Support

Health Canada

Accounting Clerk

APlus Accounting & Saba Accounting

EDUCATION

Diploma in Bookkeeping

Algonquin College, Nepean, ON

Certified Payroll Administrator (Upgraded to Certified Payroll Practitioner, 2013)

Enhanced Reliability Security Clearance

Issued 2018

CERTIFICATIONS AND LICENSES

Certified Payroll Administrator

2004 (Upgraded to Certified Payroll Practitioner in 2013)

Full G Driver's Licence