

MOHAMED LALJI

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SUMMARY

Customer care representative with experience supporting billing, account maintenance, order processing, and customer inquiries across retail and utility environments. Strong communication, organization, and problem-solving skills, with hands-on experience using CCB, processing payments, and maintaining accurate records. Comfortable adapting to new systems and processes while delivering reliable customer support.

EMPLOYMENT HISTORY

Metergy Solutions **Feb 2026 - Present**
CUSTOMER CARE REPRESENTATIVE *Toronto, ON*

- Provided service-oriented support by processing billing adjustments, maintaining customer accounts, and handling customer requests using the CCB system.
- Researched and resolved customer grievances and account issues while maintaining accurate records and clear customer communication.
- Processed complex payment plans and posted adjustments in CCB, reducing billing backlog for the month.
- Coordinated with collections to set up tailored payment arrangements, reducing short-term delinquencies for accounts.

Bass Pro Shops **Oct 2023 - May 2025**
SWITCHBOARD OMNI OPERATOR *Toronto, ON*

- Handled customer inquiries, provided product and order support, and coordinated online order pickups.
- Processed payments and maintained accurate order records.

Metergy Solutions **May 2024 - Aug 2024**
CUSTOMER CARE REPRESENTATIVE *Toronto, ON*

- Completed a 4-month NICE student co-op supporting the Customer Care team.
- Assisted with account maintenance, move-ins, move-outs, and billing updates using CCB.

M.A Logistics **Jun 2023 - Aug 2023**
PROGRAM MANAGER *Toronto, ON*

- Implemented fleet tracking software and maintained operational documentation.
- Worked with ownership to improve logistics and maintenance processes.

Seneca Polytechnic **Sep 2022 - Mar 2023**
ITS HYFLEX AMBASSADOR *Toronto, ON*

- Provided classroom technical support for hardware and collaboration software.

METL **Sep 2020 - Oct 2020**
ACCOUNTING INTERN *Toronto, ON*

- Performed bank reconciliations and supported treasury and vendor payment processes.

EDUCATION

Seneca Polytechnic **May 2022 - Apr 2025**
ADVANCED DIPLOMA, COMPUTER PROGRAMMING AND ANALYSIS *Toronto, Canada*

SKILLS

- Java, Python, C, C++, JavaScript, SQL, HTML, CSS, Bootstrap, Tailwind CSS, MongoDB, Git, GitHub, Visual Paradigm-, SharePoint, MS Office, Visio, Windows, Linux, Cloud Computing, API Development, Team Collaboration, Time Management, Database Management, Software Testing, Cybersecurity Fundamentals, Mobile Development, Business To Business Customer Service, Customer Grievance Resolution, Service-oriented

PROJECTS

Library Management Web Application

- Developed a full-stack library management system using HTML, CSS, JavaScript, Bootstrap, and MongoDB to organize patron records and inventory information.
- Implemented book borrowing, patron management, and inventory tracking.

Assembly Line Simulation (C++)

- Built an object-oriented assembly line simulation that tracked workstation inventory and processed customer orders.