

# Maria Zubair

B.Des

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## Career Objectives

Highly ambitious, enthusiastic and a creative individual who is extremely organized. Able to work independently and as part of a team with a positive attitude while contributing to an organizations success using technical and customer service skills. Focused, detail oriented and an efficient worker demonstrating excellent time management skills and prioritizing tasks to meet deadlines.

## Education

Sept 2003 – Apr 2007 *Ontario College of Art and Design* Toronto ON  
**Bachelor of Design, Graphic Design**

Year 4 degree project consisted of researching child development and play behaviour extensively through the use of Psychology texts and visiting educational facilities. Taking the knowledge gained, I designed and prototyped an educational board game for children aged 8-11.

Note: Anticipating further education in 2008 for a Bachelor of Arts in Psychology.

## Platforms

Macintosh and PC

## Software

Adobe Photoshop	Adobe Acrobat	iMovie HD
Adobe InDesign	Dreamweaver	Extensis Suitecase Font Manager
Adobe Illustrator	Flash	MS Windows ME/2000/XP
Adobe Premiere	HTML	MS Office 95/97/2000/XP

## Employment History

Oct 2004 – Present *TD Canada Trust Creekside BSC* Mississauga, ON

Accumulated a great deal of skills and knowledge by working in a number of positions in different departments at the TD Canada Trust Branch Service Centre. Ensuring that the Service Level Commitment (SLC) is met on a daily basis. Keeping in mind the customers that will be impacted by the decisions made and working towards a wholesome and memorable customer experience in the competitive financial environment. Experienced in data processing and administrative duties:

### Green Machine ABM Exceptions Officer

Completing high volume work in a timely and efficient manner while working in a fast paced environment and ensuring that daily work is completed on time and accurately.

### Estate Prep Officer

Learned a great deal about the bank's estate process by creating and organizing new and old files for Estate Officers, in which death certificates and last will and testimonies for deceased customers would be held. Also, responsible for responding to Toronto Social Service letters requesting funeral and burial costs and the Government of Ontario letters requesting Canadian Pension Plan, Old Age Security and Veterans Affairs Canada reimbursements by forwarding available monies via bank draft. Ensured that response letters were professionally written, providing clear, concise and accurate information.

### Ledgers Officer

Reviewed customer profiles on the Administration Application system to investigate and make judgments based on the information provided that would aid in the completion of daily tasks.

### RSP Officer

Transferring customer funds from one financial institution to another. Worked in a high-volume, fast paced environment and completed work on a day-to-day basis.

Aug 2003 – Sep 2004                      Battaglia's Lorne Park Marketplace                      Mississauga, ON

**Cashier**

Communicated and dealt with customers in a polite and patient manner on a daily basis, while serving and helping them find items and item purchases. Handled customer money, debit and credit transactions at the cash register as well as transacting item returns and refunds. Conscientious and alert of surroundings during busy hours and put in charge to ensure the work was done quickly and efficiently by my fellow cashiers. Asked on numerous occasions to train new employees and gained experience by helping out in various departments during slow hours.

Feb 25 – Jun 12 2003                      Rogers Television 10                      Mississauga, ON

**ENG Editor and Camera Operator**

Produced stories for First Local from ENG shootings both from paper edits provided by the reporter and from rough tape using a combination of assemble and insert edit techniques. Always worked in a fast paced environment while maintaining a detail-oriented quality to the final edited piece.

As a camera operator, I provided the shots that the director called for quickly and accurately on stage during two of the local television programs – First Local and Sports Zone. Worked with an entire production team and guided by mental respect.

**Volunteer Experience**

September 2007                      University of Waterloo                      Waterloo, ON

**Illustrator**

Asked by the Muslim Student Association to illustrate an Eid-ul-Fitr card to be used for a fundraiser during the month of Ramadan. All profits went towards the Orphan Sponsorship Program.

May 2007                      University of Toronto at Mississauga                      Mississauga, ON

**Graphic Designer**

Aided in the design of the Undergraduate Commerce Society's sponsorship package that would be forwarded to three firms – Deloitte, Price Waterhouse Coopers and Ernst & Young. Developed the grid layout, font selection and colour schemes for the entire package.

Cooperated with other students designing the package while working towards the production deadline under pressure in a timely, detail-oriented and organized manner.

September 2006                      Toronto International Film Festival                      Toronto, ON

**Volunteer**

Worked at Roy Thompson Hall and the Paramount Theatre performing various volunteer duties during the Toronto International Film Festival. Followed instructions and co-operated with a team of volunteers to handle ticket holders, lines, ushering and providing theatre and movie information while maintaining the integrity and experience of the TIFF by respecting the attendees and group members.

**Summary**

Over 10 years of computer experience, 80-100 WPM typing speed.

Graphic Design, image manipulation and illustrating using Adobe CS/CS2.

Basic knowledge of Macromedia Studio 8 and webpage design using HTML and Dreamweaver.

Video Streaming and Editing using Adobe Premiere 6.0 and iMovie HD.

Analog and digital video editing experience.

**Languages**

English and Urdu

**References**

References and portfolio available upon request.