

# SUMAIYA IBRAHIM SIMAT

## LABORATORY ATTENDANT 1- Laboratory Records, WHMIS & Quality Assurance

✉ [sumaiyasimat09@gmail.com](mailto:sumaiyasimat09@gmail.com)

☎ +1 (647) 509-1851

📍 Ontario

in [LinkedIn](#)

### SKILLS

- **LIS Data Entry:** Entering and managing laboratory data within LIS systems, maintaining precise & accurate records.
- **WHMIS Compliance:** Workplace Hazardous Materials Information System to ensure safety protocols in laboratory.
- **Quality Assurance & Quality Control:** Monitoring QA/QC practices to ensure lab standards in sample analysis.
- **Chromatography:** Administered the use of chromatography techniques for sample analysis and quality testing.
- **Instrumentation Maintenance:** Troubleshooting of laboratory instruments to ensure functionality and accuracy.

### WORK EXPERIENCE

#### SUPERVISOR

October 2021 – Present

*TIM HORTONS*

*Ontario*

- Supervised team of 12+ food preparation staff, analyzing workflows, reallocating tasks based on peak hours, enhancing operational throughput by 30% while maintaining adherence to food safety protocols and implementing QC measures.
- Trained and onboarded 15+ new employees, developing tailored training programs that addressed specific skill gaps, resulting in a 20% reduction in operational errors and ensuring consistency in service delivery and adherence to SOPs.
- Administered inventory management systems, implementing tracking mechanisms and reporting, reducing stock discrepancies by 10% and decreasing food waste by 15% through supply chain management and demand forecasting.
- Optimized shift scheduling by analyzing peak sales periods, employee performance data, sales trends, resulting in 25% increase in team productivity and ensuring coverage during high-demand periods by utilizing scheduling software.
- Liaised with senior management to develop data-driven solutions to operational challenges, achieving a 95% customer satisfaction rate as measured by post-service surveys, enhancing operational efficiency, and reducing service bottlenecks.
- Developed and enforced safety protocols in accordance with Ontario Health and Safety guidelines regulations, decreasing workplace injuries by 10% and ensuring timely compliance during quarterly safety audits and risk assessments.

#### CASHIER

April 2022 – September 2022

*HOME DEPOT*

*Ontario*

- Managed cash transactions with 100% accuracy rate, performing reconciliation processes at beginning and end of shift to ensure error-free balance, totaling over \$10,000 in daily transactions, and utilizing automated reconciliation tools.
- Guided barcode scanning technology and integrated pricing systems to streamline checkout processes, improving transaction speed and reducing customer wait times by 15% across all shifts, by employing pricing algorithms.
- Maintained clean and organized cashier station, adhering to health and safety regulations, resulting in 10% improvement in customer satisfaction ratings based on cleanliness and ease of service, and ensuring compliance with OHS standards.
- Analyzed stock levels and collaborated with inventory team to identify out-of-stock and slow-moving items, increasing inventory turnover by 20% through timely stock replenishment actions, using Enterprise Resource Planning system.
- Delivered exceptional customer service by resolving complex inquiries and issues, contributing to a 10% increase in customer retention and positive feedback via surveys, utilizing a CRM (Customer Relationship Management) system.
- Partnered with the sales team to cross-sell complementary items, boosting add-on sales by 12% and meeting monthly sales targets consistent using a customer centric approach to promotions and leveraging customer data insights.

#### Office Administration

2019 – 2020

*ACCURATE PATH LAB*

*India*

- Managed end-to-end office operations, including scheduling, data entry, correspondence, ensuring seamless execution of administrative functions, led to 30% reduction in delays across daily workflows, while adhering to ISO 9001 standards.
- Analyzed supply requisitions, implementing streamlined procurement process that advised timely delivery of laboratory materials, reducing operational downtime by 20% and mitigating production delays, by utilizing the SCM system.
- Compiled weekly and monthly reports, synthesizing key performance indicators and presenting actionable insights to senior management, decreasing decision-making time by 20% and improving resource allocation, using advanced Excel.
- Proposed the maintenance and accuracy of laboratory records, implementing digital tracking systems that ensured 100% compliance with regulatory standards, reducing errors in documentation by 15%, and improving data integrity.
- Conducted risk assessments and identified operational hazards within processes, instituting corrective measures that decreased workplace incidents by 30% and established compliance with OSHA standards, utilizing safety checklist.
- Conducted workflow optimization initiative, deploying process improvements that reduced operational delays by 15% and enhanced office productivity by streamlining administrative tasks, implementing Lean Six Sigma methodologies.

### EDUCATION

Diploma in Chemical Laboratory Technician

September 2021 – December 2024

*Durham College, Ontario*

### CERTIFICATIONS

- WHMIS Certified
- Health and Safety Compliance