

Mohid Tahir

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Education

University of Toronto

Bachelor of Applied Science and Engineering

Sep. 2021 – Apr. 2026

Toronto, ON

- Program: Mechanical Engineering + PEY Co-op, Minor: Engineering Business, Certificate: EV Design

Professional Skills

Retail & Management: Point of Sale (POS), Cash Handling, Customer Service, Team Leadership, Employee Training, Conflict Resolution, Visual Merchandising, Shift Scheduling, Store Setup & Tear-down

Operations & Efficiency: Inventory Auditing, Process Improvement (Lean/DMAIC), Time Management, Quality Control, Cross-functional Collaboration

Software & Tools: Microsoft Office Suite (Advanced Excel, Word, PowerPoint), Minitab, Scheduling Tools

Professional Experience

Shift Leader

Dairy Queen

Jun. 2020 – Jan. 2024

Mississauga, ON

- Led shifts of 4 to 6 employees during high-volume peak hours, directing order flow and maintaining strict customer service standards.
- Owned complete cash reconciliation processes, register balancing, and inventory management at the end of shifts.
- Successfully resolved escalated customer issues, prioritizing guest satisfaction and maintaining a positive store environment.
- Trained and onboarded new staff on POS systems, food safety protocols, and operational workflows, significantly reducing new-hire ramp-up time.
- Contributed to new product ideation and promotional rollouts while helping build team morale in a fast-paced environment.

Operations & Process Engineering Intern

AGS Automotive Systems

May 2024 – Aug. 2025

Oshawa, ON

- Conducted quality audits on over 50 material bundles per week, strictly enforcing company standards and flagging defects prior to processing.
- Utilized the MOST work measurement method to benchmark operational cycle times, identifying layout changes that cut process time by 15%.
- Built advanced Excel tracking models to visualize team performance metrics and present operational efficiency recommendations to management.

Communications & Project Manager

University of Toronto (Engineering Strategies & Practice)

Jan. 2022 – Apr. 2022

Toronto, ON

- Acted as the primary point of contact between an external client and a 5-person execution team, ensuring all project deliverables met expectations.
- Shortened feedback and revision cycles by 20% through proactive communication, weekly touchpoints, and organized documentation.

Event Assistant

ICNA Relief Canada

Jul. 2019 – Aug. 2019

Mississauga, ON

- Supported comprehensive event logistics, including the construction, setup, and safe breakdown of fixtures and event spaces.
- Managed merchandise sales, handled customer inquiries, and maintained visual displays throughout high-traffic charity events.

Leadership & Community Engagement

Frosh Leader

University of Toronto Skule Team

Sep. 2022

Toronto, ON

- Led orientation and team-building activities for large groups of new students, promoting a highly energetic, inclusive, and engaging environment.
- Guided groups through complex schedules, ensuring safety, participation, and enthusiasm during fast-paced campus events.

Summer Camp Counsellor

City of Mississauga

Aug. 2019

Mississauga, ON

- Supervised and led daily recreational activities for youth, maintaining high energy levels and resolving peer conflicts proactively.
- Ensured child safety and supervision ratios were maintained across outdoor and indoor activities throughout the summer.