

Saul Karim Nassau

CUSTOMER EDUCATION & SUPPORT

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PROFILE

Customer-facing educator and communicator skilled at listening, explaining unfamiliar material, resolving questions, guiding people through processes and creating clear support resources.

KEY SKILLS

Customer and participant support | Needs discovery | Clear product and process explanation | Issue resolution | Onboarding and orientation | Training materials | Public-facing communication | Workshop delivery | Documentation | Service recovery

SELECTED EXPERIENCE

General

- Full record General Paid, volunteer, educational, and independent work across the complete timeline.
- View full record → Research and assessment Research + Evaluation Questionnaires, mixed methods, program assessment, reporting, data quality, and community research.

Relevant Experience, Toronto | 2020, 2023

- Assistant Manager — Pizza Pizza, Toronto c.
- 2020–early 2023 Supervised front-counter and kitchen shifts

Assistant Manager — Pizza Pizza, Toronto, Toronto | 2020, 2023

- 2020–early 2023 Supervised front-counter and kitchen shifts
- supported scheduling, staff training and service flow.

AODA Training | 2026

- Training in accessibility requirements and inclusive service under the Accessibility for Ontarians with Disabilities Act.

Toronto Arts and Public Events Resource (Polymythcal) | 2025–Present

- Developing resource that researches arts, humanities, educational, and civic events across Toronto.
- Work includes checking original sources, tracking changes, organizing listings, and improving information clarity and accessibility.

TRAINING & LANGUAGES

AODA Accessibility Standards training — June 2026 · Farsi — advanced · French — basic · Mandarin — basic