

A [REDACTED] G [REDACTED]
(647) [REDACTED] • [REDACTED]@gmail.com • [REDACTED] ON

WORK EXPERIENCE

[REDACTED] **May 2019 – Present**
Ottawa, ON
Customer Service Consultant

- Connect and build rapport with a variety of customers by actively listening to customers, asking the right questions, and offering solutions (products and services) which cater to customer needs
- Drive the sale of [REDACTED] products and services by consistently meeting/exceeding individual sales targets
- Complete accurate transactions and record-keeping in a timely manner
- Be at ease working in a structured and goal-oriented environment (sales, call duration, quality, customer retention)
- Cross-trained in wireless, digital home service, [REDACTED] home service, and smart home monitoring

[REDACTED] **Jan. 2018 – May 2019**
Ottawa, ON
Department Lead

- Presenting customers with a variety of products and services to meet their needs to host their event
- Interacting with customers and positively promoting company weekly deals
- Coordinating the inventory list, packaging, and transferring of products between multiple departments and stores, and overall organization in the shop
- Promoting and selling event order packages to clients and processing payments.

[REDACTED] **Sept 2014 - Nov. 2017**
Ottawa, ON
Pharmacy Assistant

- Filing and performing accuracy checks on prescriptions on Kroll computer software
- Demonstrated empathy and patience to support the customer in a tactful and effective manner
- Ordering, stocking, cashier duties as assigned by OTC and/or Pharmacy manager
- Calling patients, medical practitioners, and insurances to problem solve and quickly and safely dispense meds

EDUCATION

University [REDACTED] **June 2019**
Ottawa, ON
Bachelor of Science

- Concentration in Biology
- Attendance and interests in healthcare conferences and symposiums

SKILLS & CERTIFICATIONS

- **Certifications:** Smart Serve, WHIMIS, Food Safety, CPR C + AED
- **Skills:** Strategic planning, fast learner, efficient, customer interaction, adaptability, team player

Reddit Latest Customer Service

Léo Pomar



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