

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

WORK EXPERIENCE

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

- 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**
Department Lead **Ottawa, ON**

- 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**
Pharmacy Assistant **Ottawa, ON**

- 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**
Bachelor of Science **Ottawa, ON**

- 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 This Month Customer Service

Clifford Lane



Reddit This Month Customer Service:

Reddit This Month Customer Service Book Review: Unveiling the Magic of Language

In a digital era where connections and knowledge reign supreme, the enchanting power of language has become more apparent than ever. Its capability to stir emotions, provoke thought, and instigate transformation is truly remarkable. This extraordinary book, aptly titled "**Reddit This Month Customer Service**," written by a highly acclaimed author, immerses readers in a captivating exploration of the significance of language and its profound effect on our existence. Throughout this critique, we will delve into the book's central themes, evaluate its unique writing style, and assess its overall influence on its readership.

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