

ABEL ALEMU

17 McGee Ave Kitchener, ON N2b2T1
(226)-606-9121
Abelalemu95@gmail.com

SUMMARY

Conestoga college student seeking a part time opportunity

SKILLS

- Multitasking
- Highly motivated
- Active listener
- Effective prioritization
- Strong Work ethic
- Organizational skills
- Working collaboratively
- Customer assistance
- Problem-solving abilities
- Team collaboration
- Energetic self-starter
- Outgoing personality
- Excellent communication skills
- Friendly, positive attitude
- Focus worker
- leadership

EXPERIENCE

THE MUSUME, | KITCHENER, ON

Customer Service Associate & gallery interpreter

02/2022 to current

- Answered questions, pointed out overlooked features, and offered further details about special exhibits to educate visitors.
- Built detailed knowledge on locations and points of interest to thoroughly answer guest questions.
- Entertained visitors and tourists with various props and signs to maximize engagement.
- Acquired tickets and fees from individuals and larger groups prior to start of tour.
- Worked successfully with diverse group of coworkers to accomplish goals and address issues related to our products and services.
- Delivered positive customer experiences through friendly conversation and fast service
- Shared detailed information regarding options to help customers make decisions.
- Maintain positive working relationship with co-workers and provide strong excellent customer service

BOSTON PIZZA, | KITCHENER, ON

Line Cook

06/2018 to 11/2020

- Kept stations stocked and ready for use to maximize productivity.
- Restocked all food items throughout shift to guarantee cooks had all necessary ingredients needed for service.
- Delivered top quality customer service in professional manner while managing multiple tasks.
- Engaged pleasantly with patrons and delivered information on beverage specials to encourage positive dining experience.
- Recorded accurate customer orders utilizing company computer system.
- Protected staff and customers from infection by cleaning and sanitizing surfaces and equipment.
- Greeted incoming guests with friendly smile and provided knowledgeable service.
-

MULTICULTURAL, Kitchener, ON

Voluntary Worker

07/2016 to 07/2016

- Covered reception desk to help incoming guests, collect mail and maintain secure entrances.
- Improved operations by assisting with various entry-level tasks, saving valuable time for busy staff.
- Kept facilities organized, clean and well-maintained to best meet program needs.
- Educated residents and families about available services and resources.
- Monitored sales events, added new merchandise, and rang up purchases.

- Delivered top quality customer service in professional manner while managing multiple tasks.
- Developed long-term relationships with customers, increasing repeat business.
- Greeted incoming guests with friendly smile and provided knowledgeable service.

EVENT ORGANIZER

Kitchener, ON

Assistant Event Coordinator

06/2017 to 06/2017

- Capitalized on emerging trends in client markets to strategize methods and solutions.
- Marketed and publicized weddings and other special events in social calendars.
- Managed client correspondence, record tracking, conference, and event logistics.
- Scheduled and booked reservations, managed transportation, and secured venues for events with up to 25 participants.
- Recommended money-saving strategies for events to bring costs within budget.
- Planned, coordinated, and executed weddings and special events.
- Directed event production in collaboration with sponsors, hosts and internal teams.

EDUCATION AND TRAINING

2 YEARS DIPLOMA: PRIVATE SECURITY INVESTIGATION

9/2021-currently

CONESTOGA COLLEGE, KITCHENER ONTARIO

AREA OF STUDY

- **human rights**
- **criminology**
- **security fundamentals**
- **criminal code/provincial statute**
- **youth justice**

DIPLOMA: HIGH SCHOOL DIPLOMA

2018

GRAND RIVER COLLEGIATE INSTITUTE |KITCHENER ONTARIO

ACCOMPLISHMENTS

- Consistently maintained high customer satisfaction ratings.
- Recognized as a worker for outstanding performance and team contributions.
- Developed relationships with 10 new clients and typically exceeded sales goals by 10%