

**YOUR NAME**

**905-XXX-XXXX**

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1234 Main Street, Niagara Falls, Ontario L1P 4S2 • your email address

### **SUMMARY OF QUALIFICATIONS**

*Skilled in sales, promotion, research, public speaking*  
*Excellent communication skills, highly motivated, articulate*  
*Strong skills in time management, problem solving; readily adapts to changing circumstances*  
*Highly organized, accurate in financial transactions and record keeping*  
*Attentive to importance of follow-up procedures with clients*  
*Eager to learn new skills, accepts new challenges with maturity and ease*  
*Computer proficient in Microsoft Office*

### **PROFESSIONAL EXPERIENCE**

#### **ADVERTISING SALES REPRESENTATIVE**

**2011 - Present**

**Niagara Shopping News**, Niagara Falls, Ontario

- Assist clients with sales ads, creating, reviewing, pricing and follow ups
- Provide detailed information regarding ad, sizing, prices, specials
- Create ads according to client specifications, proof reads ads
- Respond to clients questions, concerns in timely manner, using diplomacy and maturity
- Keep accurate records and correspondence using excellent organizational skills

#### **CUSTOMER SERVICE REPRESENTATIVE**

**2010 - 2011**

**Rogers**, Niagara Falls, Ontario

- Successfully built customer relationships by providing exceptional sales/after sales service
- Determined customer needs and recommends best solutions in professional manner
- Drove the sales of products and services by achieving or exceeding sales targets
- Continually updated knowledge related to products, services, promotions, policies
- Ensured customer concerns were resolved quickly and with good judgement
- Handled payments for new purchases, client accounts, refunds

#### **SERVER**

**2008 - 2010**

**Michael's Inn**, Niagara Falls, Ontario (seasonal)

- Greeted and seated patrons, presented menus, made recommendations, answered questions regarding food/beverages, placed orders
- Served food/beverages in timely manner
- Engaged patrons to ensure satisfaction with food and service, attended to complaints
- Ensured compliance with provincial liquor legislation and regulations
- Operated cash register, accepted payments in form of cash, debit, credit card

**PROFESSIONAL EXPERIENCE... continued****BOX OFFICE CASHIER/STREET TEAM/USHER****2006 - 2007****Imax Theatre**, Niagara Falls, Ontario (seasonal)

- Sold tickets to customers, accepted payment in Canadian and U.S. currency
- As member of Street Team, targeted tourist areas of Niagara Falls, promoting attractions and shows
- Escorted customers into theatre and directed them to their seats
- Gave short closing speech at end of each show, thanking patrons for their visit

**SALES ASSOCIATE****2004 - 2005****Tristan & America**, Niagara Falls, Ontario

- Achieved top salesperson in Ontario recognition for sales of more than \$5,000 in 14 hour period; consistently in top five regional sales achievers on a weekly basis
- Utilized active listening skills to determine client needs, ensuring client satisfaction, resulting in client loyalty and repeat business
- Educated customers on products, allowing them to make informed purchasing decisions
- Accepted payments from clients in form of cash, debit, credit card; accounting for all discounts and applicable taxes

**EDUCATION & TRAINING****BACHELOR OF ARTS (SOCIOLOGY)****2010**

Brock University, St. Catharines, Ontario

**OSSD****2006**

Brock University, St. Catharines, Ontario

**VOLUNTEER EXPERIENCE****VOLUNTEER****2011 - Present**

Big Brothers/Big Sisters Association of Niagara

**REFERENCES**

Available upon request.