

BRENDAN DAL
Brendanbdal@gmail.com 6137439310

Education

LAURENTIAN UNIVERSITY

Bachelor of Business Administration (Cum Laude)

Centennial College

Software Engineering Technology

Experience

Freshco (Customer Service Representative)

June 2015 –August 2017

- Worked in the grocery department and dealt with customers on a day-to-day basis. Completed inventory lists for deliveries.
- Supervised other employees helping and ensuring that all tasks were achieved.
- Helped customers with a wide variety of problems and recommendations.

WildCard Brewery (Assistant Manager)

June 2018 – August 2021

- Worked in Brewery taproom as lone employee on premise serving customers, dealing with any issues that arose and taking cash and debit payments
- Recommended products to customers based on palate.
- Keyholder responsible for opening and closing brewery and operating taproom independently.
- Helped update website and inventory management.

Daft Brewery (Brewhouse Worker)

September 2020 - May 2021

- Worked on a point of sales system helping customers and processing payments.
- Operated canning line ensuring production schedule was met and all safety protocols were followed.
- Served customers drinks and food

PC Financial (Customer service Representative)

October 2021- December 2021

- Actively engaged with customers to educate and promote President's Choice Financial Products.
- Helped existing customers with any queries and issues.
- Inputted customer details into the system and managed confidential data.

CIBC (Financial Service Representative)

May 2022 - January 2023

- Engaged in marketing and outreach activities to show clients value and their communities. Grew network, deepened existing relationships, and collaborated with others to ensure clients are connected to the right people and opportunities.
- Shared knowledge by introducing clients to our mobile banking applications, enabling them to better manage their banking needs.
- Fielded incoming calls helping clients with queries and directing calls to correct people.
- Balance entries and managed bill payments and cash deposits

Wilkinson (Tax Prepper)

January 2023 - May 2023

- Inputted customer details into the system and managed confidential data.
- Prepared tax returns for individuals and businesses.
- Performed data entry into Docit Software from handwritten documents and pdfs.