

# CHARLES LUKASON

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## **PROFILE**

Performance-driven and results-oriented graduate looking for a full-time role. I have strong communication and leadership skills that allow me to manage and motivate diverse groups of colleagues and teammates to deliver quality service to the customer. I work very well as part of a team and possess strong problem-solving abilities. I am determined to meet and exceed all goals and objectives assigned to me promptly and effectively.

## **WORK EXPERIENCE**

### **Circle Square Ranch, Ontario, Canada**

**Jun 2023 – Sep 2023**

#### *Camp Counsellor*

- Plan and lead activities for children and young teens.
- Guided and taught a range of indoor and outdoor activities such as crafts, rock climbing, zip-lining, and swimming.
- Monitor camper activity and ensure safety.
- Supervise campers during meals, daily routines, and clean-up tasks.
- Support campers and help resolve conflicts.

### **Aldi Castle Square, Carrigtwohill, Co. Cork**

**Dec 2022 – May 2023**

#### *Sales Assistant*

- Assisting customers in the store with any problems and finding the most efficient solution.
- Responsible for cleaning the storage area.
- Responsible for arranging the shelves in an orderly and presentable manner.
- Responsible for taking inventory of products.
- Utilize interpersonal and communication skills while providing exceptional customer service while working on the tills.

### **Infosys BPM Limited – BT, Co. Waterford**

**Jun 2022 – Sep 2022**

#### *Process Executive Customer Service Advisor*

- Answering inbound and outbound Customer Support calls courteously and professionally, dealing with each inquiry effectively and efficiently.
- Receive customer complaints and escalate to the SMEs when necessary.
- Work in compliance with high-standard company practices and under data privacy laws.
- Utilize interpersonal and communication skills while providing exceptional customer service and engaging with customers to tailor advice and recommendations.
- Employ teamwork skills by supporting the work of others and acting as a vocal and engaged team member while positively and confidently delivering solutions and solving any problems.
- Ensure appropriate documentation of the last transaction on the clients' account per the prescribed format.
- Adhere to all the laws regarding telesales applicable in that specific location to meet SLA targets and ensure that the performance parameters are met and exceeded to meet SLA targets.

**Capita Customer Solutions – Electric Ireland, Co. Cork****Aug 2021 – Dec 2021***Customer Solutions Advisor*

- Answering inbound and outbound Customer Support calls courteously and professionally, dealing with each inquiry effectively and efficiently.
- Receive customer complaints and escalate to the Line Manager when necessary.
- Work in compliance with high-standard company practices and under data privacy laws.
- Utilize interpersonal and communication skills while providing exceptional customer service and engaging with customers to tailor advice and recommendations.
- Employ teamwork skills by supporting the work of others and acting as a vocal and engaged team member while positively and confidently delivering solutions and solving any problems.
- Promptly attend to customer requests to meet and achieve KPIs, exceeding targets and expectations.

**The Heritage Killenard, Portarlinton, Co. Laois****Jun 2021 – Oct 2021***Night Hall Porter*

- Assisting the guests with their requests and providing excellent customer service.
- Familiarity with the property management system.
- Ability to follow safety rules.
- Helping the Night manager and assistant night manager with any other reasonable tasks.
- Taking, preparing, collecting, and delivering Room Service orders.
- Sweep, mop, and vacuum floors depending on the need and type of surface.
- Clean and sanitize bathrooms.
- Set up furniture in conference or meeting rooms for special events or meetings.

**Sports World, Portlaoise, Co. Laois****Jan 2014 – Mar 2014***Sales Assistant*

- Responsible for stocktaking.
- Assisting customers in the store with any problems and finding the most efficient solution.
- Responsible for cleaning the storage area.
- Responsible for arranging the shelves in an orderly and presentable manner.
- Responsible for taking inventory of products.

**EDUCATION**

- **Bachelor of Science (Level 8) in Software Design** (Mobile Apps and Connected Devices) at **Athlone Institute of Technology** (Sep 2016 – May 2020)
- **Leaving Certificate at St Mary's CBS Portlaoise** (Oct 2012 – Jun 2016)

**IT SKILLS**

- High proficiency in MS Office: Excel, Word, and PowerPoint. Excellent working knowledge of SQL, CSS, HTML, CRM7, Noetica, Injixo, Cordova, Neo4J, Arduino, Raspberry Pi, Citrix, CCE Workspace, HomeView, Android Studio, and Eclipse

**HOBBIES AND INTERESTS**

- An Avid follower of soccer and plays for a local club.
- Enjoy reading and writing - strengthening my ability to convey ideas and thoughts.
- Enjoy learning new languages.

**ACHIEVEMENTS**

- Elected to student council in 6<sup>th</sup> year of secondary school.
- 3<sup>rd</sup> place in the Credit Union Art Competition.

**REFEREES**

References are available on request.