

Dennis Baksheev

(647) 971-1295 | 254 Torrens Avenue, East York, ON, M4J 2P5 | DennisBaksheev1@gmail.com

EDUCATION

Seneca College | Computer Programming and Analysis Program

Expected Dec. 2023

Advanced Diploma | GPA: 3.5 | 4th semester

- Expertise in coding using C++, HTML, CSS, JavaScript, and SQL
- Experienced in database entry, collection entry, compilation and SQL-based management
- Advanced knowledge of Microsoft Office software, including Excel, Word, and Outlook
- In-depth understanding of Agile software development and project management
- Adept in the design and implementation of algorithms and data structures
- Skilled with operating systems and computer architecture concepts
- Strong proficiency in mathematical foundations of computer science

WORK EXPERIENCE

Winners

August 2022 - Present

147 Laird Drive, SmartCentres Toronto

Toronto ON M4G 4K1

Customer Service Representative

- Provide excellent customer service as a cashier, handle transactions efficiently and accurately
- Possess extensive product knowledge, effectively advise and elevate sales through recommendations
- Foster a positive and productive work environment through successful teamwork
- Proactively resolve customer concerns, providing effective and timely solutions
- Exceed individual and team sales targets, contributing to the store's overall success

Dollarama

January 2020 - February 2021

1099 Broadview Ave, Toronto

Customer Service Representative

- Delivered exceptional customer service, elevating the shopping experience for all customers through effective communication and problem-solving
- Quickly and efficiently resolved customer inquiries and concerns, promoting customer loyalty and satisfaction
- Contributed to a positive and collaborative work environment through strong teamwork and communication skills
- Processed transactions with speed and accuracy, proficiently handling cash, credit, and debit payments
- Mentored and trained new employees, fostering a culture of continuous learning and improvement
- Implemented effective loss prevention strategies, protecting store assets and minimising shrink while maintaining a safe shopping environment

Harvey's

February 2019 - December 2019

805 The Queensway, Etobicoke, ON M8Z 1N6

Customer Service Representative

- Processed customer orders and financial transactions with precision, ensuring exceptional service and satisfaction
- Demonstrated ability to provide exceptional customer service in a fast-paced environment
- Skilled in active listening and asking open-ended questions to understand customer needs and preferences
- Fostered a positive team environment by collaborating with co-workers to provide exceptional service to customers

SKILLS & INTERESTS

Skills: Action-oriented, Multitasker, customer-focused, quick learner, team player, adaptable and Tech savvy.

Languages: English, French.

Interests: Community involvement, Fitness, Customer Service, Financial management, Risk management and Technology.