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# ERNEST ARUTIUNIAN

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## Profile

Young enthusiastic professional with over 2 years of experience in Customer Service. Worked for various companies in different fields, focusing on the quality of service, helping customers to choose a product or a service right for them, resolving customer complaints and issues, in person or on the phone.

## Experience

06/2019 – 05/2020 **Lastman's Bad Boy** Whitby, ON

*A retail company that specializes in furniture, appliances and home décor items.*

### Customer service representative

- Developed and sustained relationships with an existing customer base, building rapport as a personable and trusted representative
- Consistently ensured to have current knowledge on promotions and new furniture and appliance products on the floor.
- Established strong rapport with new customers addressing their needs and desires.
- Provided customers with information on products through the phone and email, setting up appointments for décor product promotions

02/2019 – 07/2019 **"The Home Depot"** Whitby, ON

*One of the largest home improvement retailers.*

### Customer service representative

- Assisted customers by finding requested building materials and checking inventory for items at other locations
- Ensured effective customer communication to maintain customer satisfaction and loyalty
- Maintained knowledge of current promotions, exchange guidelines, payment policies and security practices
- Developed relationships with customers and presented promotions that increased shelf space, sales and profit
- Answered incoming telephone calls to provide information about products, services, store hours, policies and promotions

## Education and Other Information

- *Worked as a tutor for high school students in Calculus and Chemistry for over 2 years*
- *Knowledge of Microsoft Office and basic Data Entry*
- *A part-Time student in the Bachelor of Business Administration program*
- *Multilingual*