

IAN BANGCOY

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Summary

Customer-oriented with stellar customer satisfaction record. Talented at conducting customer account research, fulfilling requests and rectifying data and billing errors. Strong organizational, management and interpersonal skills.

Skills

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| <ul style="list-style-type: none">• Motivational team management• Positive and professional• Conflict mediation | <ul style="list-style-type: none">• Customer relations• High-energy attitude |
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Experience

Sous Chef | Craft Beer Market - Toronto, ON | 01/2019 - Current

- Trained kitchen workers on culinary techniques.
- Supervised kitchen food preparation in demanding, high-volume environments.
- Directed staff in restaurant kitchen and field to maintain department objectives, standards, guidelines and budget.
- Oversaw kitchen employee scheduling to meet coverage needs and avoid wasted labor.
- Assessed inventory levels and placed orders to replenish goods before supplies depleted.

Merchandiser | Shoppers Drug Mart - Toronto, ON | 08/2018 - 02/2019

- Arranged items in favorable positions and areas of store to attract customers and optimize sales.
- Monitored stock to maintain sufficient quantity of featured product.
- Greeted customers and retrieved requested products to drive satisfaction.

Customer Service Representative | Chase Paymentech - Scarborough, ON | 09/2016 - 06/2018

- De-escalated problematic customer concerns, maintaining calm, friendly demeanor.
- Documented conversations with customers to track requests, problems and solutions.
- Educated customers on special pricing opportunities and company offerings.
- Delivered fast, friendly and knowledgeable service for routine questions and service complaints.
- Met or exceeded call speed, accuracy and volume benchmarks on consistent basis.

Crew Trainer | Mcdonalds - Scarborough, ON | 08/2011 - 08/2016

- Instructed new team members on correct procedures for operations.
- Lent hands-on training services to maximize employee efficiency.
- Planned and delegated group and individual work assignments to trainees.
- Entered orders into computer system to send order details to kitchen, mentioning customers' special requests and food allergies in person.
- Prepared quality products while maintaining portion control and presentation within service goal times.

Education and Training

Neil Mcneil | Toronto, ON | 06/2012
High School Diploma