



Contact

Phone

(647)901-8936

Email

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Address

11 RedHill Ave, Toronto ON

Education

Currently Enrolled

Software Engineer
Centennial College

Skills

- Cpr and First Aid
- Attention to details
- Organized
- MS Office
- Database
- Fast Learner

Languages

English

Spanish

Italian

Riccardo Reali

Experienced Customer Service Associate, adept at solving problems creatively and using tact and diplomacy to achieve win-win outcomes. Team player who thrives in fast-paced, competitive environments. Ability to handle direct customer inquiries and execute financial responsibilities effectively.

Experience

Sep 2021 - Current

Uber, Toronto ON

Self Employed

- Answered phone and customer direct calls as required.
- Managed Inventory.
- Worked along with management and followed directions Opening/Closing operations.
- Oversaw employee performance, corrected problems and increased efficiency to maintain productivity targets.
- Strengthened merchandising and promotional strategies to drive customer engagement and boost sales.

Jun 2021 - Aug 2021

Statistics Canada, Toronto ON

Enumerator

- Remote work.
- Collected large amount of data.
- Assisted with translation barrier for Spanish and Italian respondents.
- Managed collection data management system.
- Data Entry.
- Attended zoom team meetings.
- Conducted phone and in-person interviews.
- Data entry quality control.
- Met weekly goals set by team leader.
- Handled office administration and forms

Jan 2020 - Mar 2020

CATSA, Toronto ON

Screening Officer

- Ensured safety of all passengers.
- Screened passengers and luggage.
- Directed passengers to locations and answered their questions.
- Operated screening equipment.
- Made effective decisions to ensure safety under all circumstances.

Jan 2019 - Jan 2020

180 Vape, Toronto ON

Supervisor

- Answered phone and customer direct calls as required.
- Managed Inventory.
- Worked along with management and followed directions Opening/Closing operations.
- Oversaw employee performance, corrected problems and increased efficiency to maintain productivity targets.
- Strengthened merchandising and promotional strategies to drive customer engagement and boost sales.

○ **Dec 2016 - Dec 2018**
Convenience Store, Etobicoke

Store Clerk

- Provided excellent customer service
- Disinfected display cases, shelves and aisles
- Managed POS transactions Received
- Stored and reported all incoming items
- Created monthly displays to increase sales.
- Assisted customer by locating items, processing payments and carrying out heavy purchases.

○ **Sep 2014 - Oct 2015**
Hotel 300, Rome, Italy

Hotel Front Desk

- Answered phone calls. Assisted guests with general services.
- Checked guests in/out.
- Handled cash and credit cards payments.
- Managed e-mails.
- Responsible for creating a complete report for management.
- Collected room deposits, fees and payments.

References

Available upon request