**Juan Rivera**

Juanrg0493@gmail.com ❖ Phone: 647-982-3077 ❖ M2M 1Z9 Toronto, ON

**Customer Service / Clerk / Data Entry Clerk / Programming**

*Data Management/ Retail / Customer Support /Sales Support / Client Relations / Detail oriented*

Highly qualified expert in customer service, data management, and clerical tasks, with exceptional skills in finance education. With a track record of delivering outstanding results and fostering positive relationships, driving effective collaboration and success through proactive approach to problem-solving.

**WORK EXPERIENCE**

**Loblaw Companies Limited May 2023 - Current**

*Produce Clerk Toronto, ON*

* Produce Expertise: Highly knowledgeable in identifying, handling, and merchandising diverse fruits and vegetables, ensuring optimal freshness and quality.
* Customer-Focused: Dedicated to delivering excellent customer service by providing assistance, recommendations, and addressing inquiries in a friendly manner.
* Efficient Inventory Management: Skilled in maintaining organized displays, monitoring stock levels, and minimizing waste through effective rotation practices.

**Amazon Customer Service Colombia Feb. 2020 – Aug. 2022**

*Customer Service Representative Bog, COL*

* Respond to customer inquiries through phone, email, or chat to resolve issues or answer questions.
* Provide excellent customer service by following established procedures, policies, and scripts.
* Document customer interactions, including complaints, comments, and actions taken, using customer service software or tools.

**EDUCATION**

**Seneca College (Ongoing) May 2023 - Current**

*Computer programming (CPP) Toronto, ON*

**Universidad de Ibague Feb 2015**

*Bachelors in economics Bog, COL*

**CERTIFICATIONS, SKILLS, COMPETENCIES & INTERESTS**

* **Certifications:** Junior Java developer at Oracle Alura Latam.
* **Skills:** Strategic Planning; Constant Learning; MS Office Proficiency; MYSQL Knowledge; General Programming Knowledge; Attention to Detail and Accuracy; Strong Communication and Interpersonal Skills; Cross-Culture Team Building; Revenue Growth; Sales Growth; Project Management; Expense Control; Budget Management; Customer Service Specialist.
* **Interests:** Sustainability; Politics; Traveling; Fishing; Reddit; Reading books and staying up to date with current events; Learning new languages.