**William Oxales**

Ottawa, Ontario • whtoxales@yahoo.ca • (343)-987-3615

**Experience**

**Mr. Lube**

*Service Advisor*  07/23-05/24

* Trained & mentored 1-3 new advisors
* Increased customer satisfaction score by 15% through personalized service and effective upselling of automotive products

**Accenture**

*Inside Sales Representative* 03/23 - 07/23

* June 2023: 100% close/success rate
* Managed and oversaw digital marketing advertising for F500 / B2B

**Commissionnaires**

*Security Guard*  09/21 - 04/24

* Provided professional assistance to the general public by handling inquiries regarding background checks & criminal record checks for OPS (Ottawa Police Services)
* Managed high volume of inquiries, demonstrating efficiency and the ability to thrive under pressure

**Walmart**

*Self-Checkout Attendant*  09/19 - 04/21

* Maintained a high level of accuracy in handling payments and monitoring transactions
* Demonstrated strong interpersonal skills by engaging with a diverse customer base

**Education & Training**

**St. Joseph Highschool** 2016-2020 High school Diploma

* Co-Founder of Gaming Club
* Left-Wing for Soccer Team
* Honours Grade 11, 12

**Canadian Armed Forces** 2022 -2023 Certificate of Military Excellence

* Platoon Cadence Coordinator, leading a team of 50+ cadets