

Leto Koker

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EXPERIENCE

Walmart Canada, Stouffville — *Customer Fulfillment Associate*

JUNE 2018 - PRESENT

- Corresponded with customers regarding problems and solutions
- Ensured quality of groceries for online orders
- Increased delivery efficiency through stacking and organizing food totes
- Stocks shelves and manages store inventory
- Communicated knowledge of inventory for customers
- Provided solutions for unforeseen problems within the workplace

Markham African Caribbean Canadian Association, Markham — *Digital Literacy Instructor*

MARCH 2019 - AUGUST 2019

- Designed programs tailored to student level
- Supported Seniors to navigate unfamiliar technology
- Designed fliers to support outreach efforts
- Collected and managed participant data for evaluation
- Provided clear and attentive instruction on the following topics:
 - Typing and basic keyboard functions
 - Literacy in Gmail, Google Docs, and Google Slides
 - Usage of Microsoft Word at a basic level
- Provided IT support for the association

EDUCATION

Stouffville District Secondary School, Stouffville — *Diploma*

SEPTEMBER 2013 - JUNE 2017

Heritage Skills Development Centre, Scarborough — *Certificate*

JULY 2023 - SEPTEMBER 2023

Frontend Web Development

SEPTEMBER 2023 - NOVEMBER 2023

Backend Web Development

SKILLS

Microsoft Office - 12 years

Musician - 11 years

Can repeat tasks for the purpose of mastery

Web Development - 3 years

HTML

CSS

Javascript

Linux - 1 year

Retail Sales - 5 year

Teaching - 1 year

Time Management

Customer service

Creative problem solving

AWARDS

Vocal Section Leadership Award June 2015 & 2017.

Awarded for playing a leadership role in the Tenor section

LANGUAGES

English

