

L. Alexander Philbert

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Profile

I am Bilingual with a positive attitude. Quick and willing to learn new skills and systems, I am a strong multitasker able to field phone inquiries in a polite and timely fashion while simultaneously working on a computer independently.

Education

Dalhousie University, Halifax Year 2 Bachelor of Arts Incomplete

Le Collège Français, Toronto French High School Diploma June 2012

Work Experience

Assistance Service Group – Bilingual Customer Assistance Representative, October 2020 – Present

- Dispatch roadside services in a quick, courteous, and efficient manner
- Assess safety, determine exact location, and quickly dispatch an authorized service provider to help
- Problem solving abilities, a great work ethic and the ability to work independently in a fast-paced Environment with minimal supervision
- Provide excellent assistance to people in stressful situations

Starbucks Barista – Shift Supervisor, June 2015 to October 31st 2019

- Managed a small team while ensuring a quality customer experience and business needs are met
- Closing shift working towards achieving sales goals while maintaining and setting the store up for success for morning crew
- Cash Handling. Experience creating deposits, money orders, and counting down tills
- Inventory management. Helped to create and manage food order based on consumer trends

Research Assistant – St. Thomas University, Sept 2015 to April 2016

- Researched sport of men's curling in Canada
- Worked independently with weekly meetings to touch base
- Summarized findings into reports for review

McDonalds Crew Member, Nov 2014 to May 2015

- Carried out food preparation duties in fast-paced environment, meeting time quotas and managing stock
- Worked with team to quickly finish orders

Volunteer Experience

Canada World Youth Exchange - Leaders in Action (P.E.I./Indonesia), September 2013-March 2014

- Involved in community-level initiatives, including coffee and tea growing, and dairy farming

Habitat for Humanity ReStore, Fall 2013

- Responsible for helping customers to find merchandise, process their donations, and transport materials in and out of store to customer's vehicles

Pride Toronto Survey taker, Summer 2013

- Tasked with the responsibility of receiving key, confidential feedback from participants & creating a comfortable rapport in which to get their input

Other Qualifications and Experience

- **Smart Serve**, March 2014
- **Bilingual** - Fluent French and English