

Jerome Goyena

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2940 Headon Forest Dr.
Burlington, Ontario

SKILLS

Communication Skills

- 8 years of experience handling customer inquiries, consistently delivering service that leaves clients highly satisfied
- Acted as a crucial link in team communication, enhancing collaboration and ensuring clear information exchange

Time Management & Organization

- Skillfully managed multiple pizza deliveries across varied locations and time frames, ensuring timely and accurate completion of all orders
- Consistently managed numerous orders in high-pressure environments, efficiently organizing and fulfilling each customer's purchase

Technical Skills

- Proficient in Microsoft Office Suite (Excel, Calendar, Outlook, Word)
- Instinctive knowledge behind the programming languages Java, Python and C#
- Database creation and management via. SQL

EXPERIENCE

Panago Pizza, 3047 Appleby Line - *Crew Member*

AUGUST 2016 - PRESENT

- Delivered several orders to the customer's home on an hourly basis, ensuring timely and accurate service
- Prepared and managed several pizza orders simultaneously while maintaining a clean, organized, and safe kitchen environment
- Consistently provided exceptional customer service, leaving a positive and lasting impression to enhance each customer's dining experience

EDUCATION

Mohawk College, 135 Fennell Ave W, Hamilton - *Software Development (559)*

SEPTEMBER 2020 - PRESENT

Course-work includes Object-Oriented Programming (Java, C# and Python), Web Development (HTML, JavaScript and PHP), and Database Management (SQL Server Management Studio)