

Edward Omere

Kolejess17@gmail.com | (647)-607-6102

Customer Service position

SUMMARY OF QUALIFICATIONS

- More than 1-year experience in providing excellent customer service and clerical office support.
- Licenced Security Guard, and handcuff certification.
- Demonstrated excellent listening skills, quickly understand client's needs and offer support and information via phone and in person.
- Ensure customer satisfaction, by resolving issues or concerns on time.
- Collaborate with team and supervisors to achieve results and outcomes.
- Good verbal and written skills, accurate reporting and documentation.
- Analytical, attention to detail, organized, manage conflicting priorities efficiently, multitask, good decision making and time management skills

CUSTOMER SERVICE SKILLS

- Communicate clearly and precisely with all ages and cultures,
- Resolve complaints in a prompt manner and diplomatic manner, offer solutions to meet customer and company expectations
- Complete assignments, academe projects on time and volunteer at events
- Operate cash register, process payments - debit and credit, balance
- Provide security and access control, physically fit, stand for long periods of time, conduct foot patrol, respond to alarms / emergencies, contact emergency services;
- Review and write reports with accuracy, document daily occurrences or incidents on time
- Obtain support for backup from team or supervisor if required
- Provide foot patrol; guarding properties against theft, fire, vandalism and illegal entries; and escorting patrons to ensure their safety
- Well informed and knowledge of city laws
- Knowledge of fire panels, fire system, access control, enforcing the Trespass to Property Act and Criminal Code of Canada Applications

WORK EXPERIENCE

Security Guard, Star Security and Investigations

Aug 2021 to Dec 2022

- Access control, patrolling, ensured all accesses were secure including stairwells and common areas.
- Took the responsibility of protecting and guarding the locations given
- Reported suspicious activities in an accurate and timely manner and take action accordingly, informed supervisors
- Provided help to the individuals who needed assistance.

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Page 2

Cashier, Home Depot | Apr 2019 to Ju 2020

- Scanned customer purchases, supporting transactions to streamline sales process.
- Helped customers find specific products, answered questions, and offered advice
- Processed returned items in accordance with store policy.
- Received payments for product or service and issued receipts.
- Operated cash register, collected payments and provided accurate change.
- Processed customer payments quickly and returned exact change and receipts.

Customer Service Representative, Brown and Sons Aluminum

Jul 2020 to -Jul 2021

- Identified Customer's needs and clarifies information and assess customer's needs to achieve satisfaction
- Researched every issue through appropriate method and provides valid and accurate information, Provided appropriate solutions and alternatives within limited time
- Built sustainable relationships and engaged customers in interactive communication
- Followed communication procedures, guidelines and policies
- Maintained records of customer interactions and files documents

VOLUNTEER EXPERIENCE

Feb 2021

CHANGING LIVES TORONTO

Toronto, ON

Food bank/ NGO and Volunteer / Coaching youth / Activity Coordinator

- Worked with students in junior high school with various personal issues.
- Held fun activities with kids: painting, crosswords, puzzles.