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NIKOLA REBIC

CUSTOMER CARE | [LINKEDIN](#)

CONTACT

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SKILLS

- Fluent in English, French, and Serbo-Croatian
- Strong troubleshooting and analytical abilities
- Excellent communication skills
- Solid customer service skills
- Capacity to comprehend and adhere to verbal and written directives.
- Comfortable with digital tool

AWARD

EXPERIENCE

BILINGUAL CUSTOMER EXPERIENCE ASSOCIATE | FRONT DESK AGENT • BESTBUY • JUNE 2021 - OCTOBER 2022

- Worked with Best Buy for Business associates to assist customers in managing various types of requests, such as returns, exchanges, and cancellations.
- Collaborated with both internal and external teams to address issues related to lost or missing shipments and or items.
- Provided guidance to supervisors on ongoing Salesforce and tills issues.
- Addresses urgent matters, including cancelling duplicate charges or orders.

ORDER SELECTOR • WALLACE & CAREY • DEC 2017 - DEC 2020

- Familiar with the location of products in different areas of the warehouse and constructed pallets for shipping.
- Utilized an electric pallet jack to maneuver through the warehouse.
- Carried out physical tasks involving lifting, stacking, pulling, loading, and unloading of large produce pallets weighing up to 50 pounds.
- Dealt with unexpected shipping bay interruptions and devised impromptu solutions.

EDUCATION

ENGINEERING • 2020-2021 • UBC
COMPUTER SCIENCE • 2021-2024 • DOUGLAS COLLEGE
FIRST AID TRAINING TO ST. JOHN'S STANDARD LEVEL 1

2010-2017

- Over 30 medals
- Various Karate Competitions

2018, 2019

- Personal Achievement,
- Dedication Award
- Scholarship Award Burnaby
- Chito-Ryu Karate Club

June 2019

- International Chito-Ryu Soke
- Cup Karate Tournament Penticton
- 2nd^h in the Adult Kumite
- 3rd in the Team Adult Kumite

VOLUNTEER EXPERIENCE OR LEADERSHIP

2018-2020

Peer Tutor

2016-2020 Programing Course -Beginner (After School Club)

2015-Present Assembling computer systems for relatives and peers.

HOBBIES

Assembling computer, Programing, Build Random projects
(Electric Skateboard, Magic Mirror)

