|  |
| --- |
| Paolo Junior Angeloni  2901 rue Cousineau, Montreal, QC, Canada, H4K 1P3 · (514) 699-5717  pj.angeloni@gmail.com - [linkedin.com/in/pjangeloni](https://www.linkedin.com/public-profile/in/pjangeloni?challengeId=AQFaVJ2lqTh_ewAAAXRQz3kBeGwEE1lLdsSZnp0VqtkD9SjxSIMW3UOqitrP0Wzdnxe8BOgqauCLEi-1XNHukhJJROmgKd_AYQ&submissionId=aaa399b9-1116-3116-1497-64d245465e78) |
|  |

# Experience

|  |
| --- |
| FEDERAL EXPRESS CANADA (MAY 2012 – PRESENT)March 2021 – PresentAssociate customer Technology specialistCentral point of contact for a defined customer base for consulting on customer automation solutions. Other tasks include ordering & implementing hardware and software, configuring, integrating, and customizing the software to meet unique customer needs.Assist with analysis of business needs, implement, and maintain customer solutions and provide technical product support. Gather competitive data to assist with recommendations on new features/enhancements for advanced automation solutions. Measure & analyze problem trends and validate need for process change to maintain optimum customer satisfaction. Provide training, technical support and participate in user-acceptance/regression testing.july 2020 – february 2021Customer technical support specialist Provide level 1 technical support by telephone, e-mail, web chat and/or remote support and troubleshooting for inquiries regarding customer automation solutions. Ensuring customers are returned to operational status, troubleshooting includes: fedex.com (all service features), FedEx proprietary shipping platforms (software, server & web services), software downloads, installation, configuration, software/hardware issues including connectivity issues.  Utilizing corporate knowledge base and remote takeover tools to diagnose and resolve customer software issues, retrieve files or re-configure device settings. Escalates complex issues to next tier support teams and dispatches field service technicians as appropriate. november 2019 – june 2020Courier handler Load/unload of company vehicles, sort and provide efficient delivery and pick-up of express packages. Adhering to courier best practices, plans optimal route, audits shipments for conformity to Federal Express Canada features of service and operates computerized tracking and dispatch systems. Ensure an informed and positive customer experience. october 2016 – october 2019oPERATIONS MANAGEMENT ASSIST Assist management with analysis of people-service-profit related initiatives and special projects within station (approx. 100 employees): service-area upgrades, courier routes & sort facility optimization, pickup & delivery surcharge adjustment and retail network expansion. Lead in analysis of operational key performance indicators to help identify development opportunities.  Coordinate operations within service area including standard performance checks. Direct work activities, provide training, coaching and guidance to employees. Monitor and audit use of proper methods and procedures in compliance with company standards. Serve as focal point for customer contact, coordinating technical and logistical changes. Able to fill any position within station as operationally needed. august 2014 – october 2016dangerous goods agent Responsible for the proper acceptance, storage, handling and loading of dangerous goods shipments. Audit correctness of related documents required by legislation and company policy. Review and prepare shipping documents as well as assist clients with any relevant questions or concerns. Provide awareness training to staff. Relied upon to work independently at key customer locations. may 2012 – august 2014cargo handler Load and unload company vehicles, accurately scanning, sorting and preparing packages for shipment. Responsible for completing company paperwork and ensuring the use of safety procedures in handling of packages. october 2011 – march 2012volume counter, canada post corporation Under tight deadline pressures, responsible for accurate evaluation of route volumes for delivery personnel. june 2008 – september 2011warehouse clerk, leon’s furniture ltd. Inventory operator: loading and unloading delivery vehicles, assist customers with their purchases, perform delivery and setup of merchandise for clients, etc. |

# Education

|  |
| --- |
| june 2015b.a politcal science, economics, concordia university |
| december 2010d.e.c commerce, vanier college |

# Skills

|  |  |
| --- | --- |
| * Fluent in English, French & Italian * Microsoft Office Suite * Data Analysis/Visualization | * Problem Solving * Critical Thinking * Communication & Teamwork |

# Activities

* Recipient of the 2018 Canadian Award of Excellence as well as three Bravo Zulu awards by FedEx Express Canada.
* Completed Lean Six Sigma Green Belt Certification at McGill University.
* Completed Project Management course at McGill University.
* Participated in the 2012 World Model UN hosted by UBC in Vancouver.
* Actively pursuing further learning in relevant fields.