

# Reuben Alexander

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## EDUCATION

**St. John Paul II Catholic Secondary School**, Scarborough

September 2017 - June 2021

- OSSD (Ontario Secondary School Diploma)
- Member of Environmental Counsel

## WORK EXPERIENCE

### Customer Service Representative

The Solid Ventures Inc., Toronto

April 2022 - Present

- Anticipated customer needs and provided them with high-quality service while upholding brand standards and values, increasing customer satisfaction by 17%
- Meticulously handled 25+ credit, debit and cash transactions weekly using basic math skills to ensure seamless and accurate cash flow
- Prioritized and managed workloads in a team-based environment to meet sales goals and solve problems, improving store efficiency by 15%

### Sales Associate

The Solid Ventures Inc., Toronto

July 2019 - September 2019

- Built positive and collaborative relationships with 100+ customers weekly, providing exceptional customer service and efficient transactions, exceeding sales goals by 20%
- Coordinated and maintained merchandise by multi-tasking and paying attention to details, curating product recommendations to 20+ customers daily
- Collaborated with the marketing team to advertise company's merchandise and booth at the CNE using photographic and video production skills, increasing company's social media presence by 12%

## VOLUNTEER EXPERIENCE

### Assistant Taekwondo Instructor

Rising Sun Martial Arts, Scarborough

September 2019 - September 2020

- Assisted the Head Instructor in teaching students a wide range of kicking, sparring and pattern techniques according to their belt level
- Ensured that the students were in a safe and comfortable environment by communicating in a friendly manner
- Collaborated with the other assistant instructors to maintain the cleanliness of the training hall
- Helped 50+ students daily improve and practice their skills with confidence while maintaining a positive attitude

## SKILLS

- Customer Service
- Problem Solving
- Flexible and Adaptable
- Basic Math Skills
- Willingness to learn
- Organizational Skills
- Attention to Detail
- Positive Attitude
- Ability to Multitask