

Sandra Bolos

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HIGHLIGHTS OF QUALIFICATIONS

- Over 5 years of experience in customer service
- Over 4 years of experience as service coordinator/ administrator and familiar to many environments, office, warehouse etc..
- Solid team player with the ability to work independently
- Microsoft Skills (Word, PowerPoint, Excel), Internet and Social Media
- Fluent in English and Arabic.
- Self motivator , achiever, and works under pressure.

WORK EXPERIENCE

Service administrator at Reefer Sales and service 06/2019-08/2021

- Processed technicians paper work and created electronic invoices, with audited time and accurate pricing.
- Worked with our high rated customers, answered their inquiries, processed over 400 invoices weekly, and provided reports for their invoices.
- Reconciled invoices and made billing adjustments.
- Provided assistance with support documentation to internal auditors, and reported to direct managers any discrepancies.
- Maintained a great filing system, and electronic support.

Service coordinator at Reefer Sales and Service 09/2018- 08/2021

- worked on one on basis with customers, provided welcoming and friendly environment, answered their questions and concerns, performed daily follow ups, answered phone calls, emails booked appointments, and scheduled shop services.
- Opened work orders, prepared invoices, and processed payments.
- Assisted managers, provided reports, supported service department in data entry, and inventory.
- Worked with technicians, and shop Foreman, provided detailed requests, monitored their work and audited their final paperwork, before releasing to the managers.
- Maintained a consistent workflow under extreme deadline and perform detailed, accurate tasks.

Install Sales Coordinator at lowes home improvement 04-07 2018

- Providing superior customer service while handling phone calls and emails with installers and customers .
- Keep customers informed on the status of their orders, reconcile any errors in an effective manner.

- Assisted IS Manager in directing, answering and helping the sales associates , achieve store Goals and high performance .
- paid installers and always verified invoices by Compute and calculate details provided.

Head cashier at lowes home improvement 10/2017-04/2018

- was promoted from customer service associate to a head cashier within the first year.
- Created a positive atmosphere by smiling, greeting and providing a pleasant, friendly and great customer service experience.
- Provided training, daily observations and monthly performance reviews for all cashiers, and some other department associates, trained more than 12 new associates .
- Maintained and improved store security and safety concerns , responsible for opening and closing cash registers and counting money every closing and opening shifts .
- Took steps necessary for disciplinary actions, which include directly administering discipline, providing input to the managers on required disciplinary actions.
- Ensured proper scheduling of breaks and meal periods. kept front/end department organized and monitored

Passenger Service Agent at Airport Terminal Services 07/ 2018-09/2018

- Provided Check-in assistance, Responds to customers' inquiries
- Handled all seating arrangements, rebooking tickets, and other traveling accommodations.
- Coordinate with internal resources to ensure passenger information is processed and flights are dispatched on time

Education

General high school degree Aleppo, Syria 2011

Other Skills:

- Enjoy communicating with people
- Enjoy competition and hard work
- Great organizational skills