

Sandra Bolos

Tottenham, Ontario

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HIGHLIGHTS OF QUALIFICATIONS

- Over 5 years of experience in customer service
- Over 4 years of experience as service coordinator/administrator.
- Solid team player with the ability to work independently.
- Microsoft Skills (Word, PowerPoint, Excel).
- Fluent in English and Arabic.
- Self motivator, achiever, and works well under pressure.
- HTML, Java, C#, PL/SQL, SQL.

WORK EXPERIENCE

Billing Administrator

Reefer Sales and service -750 Intermodal Dr, Brampton, ON

06/2019-08/2021

- Processed technicians' paperwork and created electronic invoices, with audited time and accurate pricing.
- Worked with our A list customers, answered their inquiries, processed over 400 invoices weekly, and provided reports for their invoices.
- Reconciled invoices and made billing adjustments.
- Aided documentation to internal auditors and reported to direct managers any discrepancies.
- Was responsible for processing warranty claims, providing customer service, and ensuring that all paperwork is correct and submitted appropriately.
- Maintained a great filing system, and electronic support.

Service Coordinator

Reefer Sales and service -750 Intermodal Dr, Brampton, ON

09/2018- 06/2019

- Worked on one on one 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

Lowe's home improvement- 48 Lowe's Place, Etobicoke, ON.

04/2018-07/2018

- 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 Lowe's home improvement- 48

Lowe's Place, Etobicoke, ON.

10/2017-04/2018

- Got 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

Education

- **Software Engineering Technician**
Centennial College, Toronto, Ontario, Canada.
January-2022– Present
- **Data Analytics Certificate**
Google Certificates
January-2023-present

Other Skills

- Excellent communication skills.
- Thrives on challenges and competition.
- Fast learner, and quick to adapt to new environments.