Marcela Lizarazo

International student

CONTACT

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📍 Mississauga, Ontario, Canada

EDUCATION

- **Lambton College**
  Big Data Analytics - Post Graduate
  2022 - Currently

- **Militar Nueva Granada University**
  Economist – Bachelor's Degree
  Completed in 2021

- **SENA - Financial Services Center**
  Business Management -Technologist
  Completed in 2014

SKILLS

- Active Listening
- Patience
- Problem-Solving
- Adaptability
- Positive Attitude
- Teamwork
- Teamwork
- Fluent in Spanish

ABOUT ME

As a dedicated professional with over 10 years of experience in customer service, supplier management, inventory management, data entry, and software manipulation within family-owned stationery and miscellaneous business, my primary focus and passion lie in providing exceptional customer experiences. Throughout my career, I have honed my skills in understanding and meeting the unique needs of customers, building strong relationships, and ensuring their satisfaction at every interaction.

WORK EXPERIENCE

A&W Restaurants   *Sep 2022 – Present*

- Prepared high-quality food tailored to customer specifications.
- Maintained and stocked stations throughout shifts, ensuring efficient operations.
- Upheld cleanliness and sanitation standards by cleaning kitchen surfaces, utensils, and stations.
- Demonstrated excellent attention to detail and adhered to food safety guidelines.

Stationery Store   *May 2012 – Jul 2022*

- Welcomed customers with a warm and approachable demeanour, providing them with helpful information about the store's wide range of products and services.
- Assisted customers in various sections of the store, offering product demonstrations and recommendations, leading to increased customer satisfaction and sales.
- Managed cash and digital payments efficiently and accurately, ensuring smooth transactions and instilling customer confidence regarding their purchases.
- Managed store inventory with precision, maintaining optimal stock levels by promptly placing orders with suppliers for any missing products.
- Demonstrated excellent organizational skills in receiving and accurately recording incoming orders into the system, ensuring inventory accuracy and availability.
- Carefully tagged products with appropriate selling prices and thoughtfully organized displays, enabling customers to find items easily and enhancing the overall shopping experience.
- Generated comprehensive sales and inventory reports to identify trends and make informed business decisions, ultimately optimizing store performance.