

Martin Peng

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Experienced customer service employee seeking full-time or part-time opportunities

Young and articulate individual with demonstrated experience working in casual face-to-face customer service roles. Strong interpersonal skills ensure the ability to work in a highly diverse environment in which respectful and effective communication skills are integral. Proven strengths in stock control, quick restocking, and problem resolution ensuring the ability to transition from casual to full-time customer service roles. Looking for full-time or part-time opportunities.

KEY SKILLS

- ✓ Customer service (face-to-face and over the phone)
- ✓ Problem solving
- ✓ Inventory control
- ✓ Stock management
- ✓ Product selection

Technical skills: Microsoft Word ~ Microsoft Excel ~ Microsoft Outlook ~ Google Chrome ~ _____

CERTIFICATIONS

Certified Operator – Raymond Johnston Equipment

- 2017 – 2020
- Proficient in using walkie stacker, walkie, and sprint

Emergency First Aid for Industry (OFA Level 1 Equivalent) – St. John Ambulance

- Valid until 2019

EDUCATION

Gleneagle Secondary School

2015

Academic achievements:

- **2014/2015:** Achieved highest grade in ICT studies

Simon Fraser University

2016 – 2018

British Columbia Institute of Technology

2019 - current

PERSONAL ATTRIBUTES

- **Reliable:** Commended reliability demonstrated by attendance of all assigned shifts and tasks, as well as availability for non-preferred shifts to assist during peak seasons.

- **Enthusiastic:** Always willing to _____ and improve work environment by showing enthusiasm for all tasks and responsibilities
- **Adaptable:** High levels of flexibility allow adaptation to demands of a highly competitive and demanding industry

PROFESSIONAL WORK EXPERIENCE

Walmart

2016 – 2018

Dairy / Frozen Associate & Grocery Associate & Backroom receiver

This position supported customer service demands as well as assisting backroom receiving stock and unloading trucks.

GFR Pharma Ltd.

2019 - 2019

Order Picker

This position challenged me to complete tasks in a timely matter and tackling problems that may occur during production.

Achievements and Contributions

- **Customer Service:**
- **Problem Solving:**
- **Collaborative Team Member:**
- **Stock Control:**
- **Transaction Processing:**
- **Sales Reconciliations:**

VOLUNTEER ENGAGEMENTS

- **2012:** Pinetree Community Center - Assistant

PROFESSIONAL REFEREES

Laura Lee Baker - Colleague

Dairy / Frozen

Walmart

(xxx)-xxx-xxxx