

THERESA BENNETT

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SUMMARY

Personable and dedicated Customer Service Representative with extensive experience in retail and administrative roles. Solid team player with upbeat, positive attitude and motivated to maintain customer satisfaction and contribute to company success. Articulate, enthusiastic and results-oriented with demonstrated passion for building relationships, cultivating partnerships and growing businesses.

SKILLS

- Time Management
- Work Prioritization
- Utilizes all available resources to achieve optimal results
- Inbound and Outbound Calling Teamwork and Collaboration Strong
- Strong Computer and Software Skills
- Proficient in Microsoft office, Photoshop, Canva
- Social Media Marketing

EXPERIENCE

CALL CENTER BILLING & SALES

Dependable IT
2022

- Provide exceptional customer service and problem solving by responding to inbound calls
- Assist in billing calls- resolve billing issues, clarify charges on their account, help them to make payments
- Identify where sales can be made, and push for sales on billing calls
- Resolve customer inquiries
- Work in fast paced, high volume, environment
- Multitask efficiently using several windows applications simultaneously to verify customer information, determine the root cause of any issues and provide proper resolution
- Achieve performance goals for call time, accuracy, quality, deescalation, and customer satisfaction

INDEPENDENT CONSULTANT

Arbonne
2022 - Present

- Explain products/services and prices and demonstrate use of products
Write and record orders for merchandise or enter into computer
 - Answer question about product features and benefits Distribute
 - product samples or literature that benefits products or services
- Teach and train other consultants skills and resources needed to be successful

ADMINISTRATION

Lav Bombs
2020-2022

- Ability to multitask while answering the phone, responding to emails and packing orders
- Create and sell Homemade luxury customizable bath bombs to customers using online website and social media platforms
- Advertise products via social media platforms
- Process and organize orders, shipping details or local orders to customers Create incentives, seasonal promotions, raffles and giveaways to increase customer loyalty and engagement

RETAIL STORE ASSOCIATE

Dollarama
2019-2022

- Greet customers and assist them in locating merchandise in store
- Process transactions using cash register and point of sale equipment
Responsible for maintaining aisle stock and cleanliness as well as
- rotating merchandise and inventory control

Ardene
2015-2018

- Create a professional, continuing relationship with customers
- Immaculately resetting the floor throughout the day in order to curate a clean and professional atmosphere
- Managing transactions; sales, exchanges and returns
- Maintaining and organizing fitting rooms

Costa Blanca
2013-2014

- Greeting customers and resolve customer inquiries Conduct all
 - transactions including gift cards, refunds, and store credit Answer
- store phone calls and offer assistance accordingly • Maintain accurate and attractive merchandise displays, ensuring strategic placement of products in order to maximize purchases

American Apparel

2021-2014

- Creating professional, continuing relationships with clients selecting
- clothing to fit various needs of every client Memorizing inventory and
- all information pertaining to product, including fabric used, washing instructions, stretch ability, availability, etc. Maintaining an organized fitting room; instructing the sales team on how to maximize sales, keeping track of all incoming and outgoing clients as well as the sales associate assisting them, running clothes and utilizing staff as much as possible.
- Making transactions; sales, special orders, exchanges, repair orders, returns, etc.
- Immaculately resetting the floor throughout the day in order to curate the expected luxurious atmosphere.

VOLENTTEER

Habitat For Humanity

2012

- Re-Store:
- Greeting and assisting customers with locating merchandise in store Stocking merchandise while maintaining an organized store front Making transactions
- "Amazing Race Event"
- Responsible for setting up different event games and activities
- Managed various games; explaining rules to participants and ensuring a safe and fair environment
- Distributed food and beverages to participants
- Maintaining cleanliness of station

EDUCATION

SECONDARY SCHOOL

Centennial College

SOFTWARE ENGINEERING TECHNOLOGY

2022 -current

Senece College

**BUSINESS ADMINISTRATION HUMAN
RESOURCES**

2016-2019

HIGH SCHOOL DIPLOMA

Oasis Alternative Secondary School

R E F E R E N C E S

References Available Upon Request

C E R T I F I C A T I O N S

- Smart Serve Certification
- Personal Training Specialist Certification CanFitPro