

# TYLER ARCILA- RAKOCZY



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Toronto, ON M6C2L3

## PROFESSIONAL SUMMARY

Enthusiastic college student with 7+ years of experience in customer service and retail environments. Proficient in leading and working in a team environment. Customer service-oriented team member with excellent communication skills and an approachable personality.

## SKILLS

- Decision-Making
- Attention to Detail
- Documentation and recordkeeping
- Excellent Communication
- Multitasking Abilities
- Teamwork and Collaboration
- Analytical and Critical Thinking
- Organization and Time Management
- Self-Motivated
- Dependable and Responsible

## EDUCATION

**Seneca College of Applied Arts And Technology**  
North York, ON • Expected in 04/2025

**Associate of Science:**  
Computer Programming And Analysis

## WORK HISTORY

### StickerYou - Fulfillment Associate

*Toronto, ON • 07/2022 - Current*

- Received and reviewed new orders, located requested merchandise, and promptly initiated processing.
- Collaborated effectively with coworkers on initiatives focused on achieving measurable improvements in product quality and workflow.
- Pulled merchandise from inventory storage and documented quantities to maintain accuracy.

### Escape Games Canada - Game Master

*Toronto, ON • 09/2021 - 06/2022*

- Communicated clearly and on time to share clues and direct game actions.
- Kept game and party rooms clean and neat for the next guests.
- Explained company policies, game rules, and safety requirements.

### Footaction - Manager in Training

*Toronto, ON • 07/2020 - 01/2021*

- Oversaw activities of 20+-person team completing data capture and loss prevention, disciplining, and motivating employees to maximize performance.
- Oversaw packaging and delivery of purchased

- 1st year

## **Humber College**

Toronto, ON

### ***Associate of Science:***

Electrical And Computer  
Engineering

- Completed 2 semesters
- Dean's List semesters 1 & 2

## **CERTIFICATIONS**

- Smart Serve Training -  
Issued Nov 22, 2018

merchandise to respective facilities with zero discrepancies.

- Assisted with stock accuracy and loss prevention by managing daily, monthly, quarterly and yearly reports.
- Conferred with customers each day to maintain current understanding of needs and preferences, resolve issues and promote brand loyalty.
- Worked alongside Footlocker District Managers in opening Canada's largest Footlocker location, "Power Store Toronto"

### **StickerYou - Retail Operations Manager**

*Toronto , ON • 10/2019 - 06/2020*

- Directed training and performance monitoring for 15+ staff members.
- Controlled shipments, inventory, purchasing, and inspection to reduce workflow gaps.
- Conducted inventory analysis to determine optimal stock levels.
- Supported human resources by responding to candidates and prescreening, interviewing, and hiring team members.

### **Cineplex Theatre - Cast Member**

*Toronto, ON • 10/2018 - 06/2019*

- Demonstrating initiative by training and becoming skilled in all departments (Concession, floor, stock)
- Worked flexible schedule and extra shifts to meet business needs.
- Checked identification for proof of age for alcohol sales.
- Restocked and organized merchandise in concession & outtakes.
- Operated cash register for cash, check, and credit card transactions with excellent accuracy levels.

## **REFERENCES**

Available upon request.