# GISELE KALIZA

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#### SKILLS AND ATTRIBUTES

* **Communication:** natural ability for customer service; exemplary oral and written skills; fully bilingual in both English and French
* **Natural leader:** excellent teamwork skills; creative, enthusiastic, open minded, dynamic and determined
* **Initiative:** self-starter, ambitious and loyal professional attitude, expertise in client relationship management
* **Organization:** solution-minded, excellent analytical, problem solving, interpersonal, and administrative skills
* **Proficient with:** Microsoft Office (Word, Excel, Power Point, Access, Outlook)

#### EDUCATION

**Bachelor of Commerce, Double major in Finance and Management** June 2014

*Telfer School of Management, University of Ottawa, Ontario*

#### EMPLOYMENT EXPERIENCE

**Telephone Operator** July 2015-Present

*Fairmont Chateau-Laurier Hotel, Ottawa, ON*

* Coordinate both administrative and convention guest telecommunication requirements
* Answer incoming calls in a professional and friendly manner, includes greeting, providing information, transferring calls and taking messages
* Able to assist guests with all their inquiries
* Maintaining efficient working relationships with supervisors, co-workers, and the customers
* Perform clerical duties includes proofreading, accepting orders, scheduling appointments, sorting mail, record keeping and filing
* Monitor the fire panel and follow-up with engineering team and concerns
* Able to deliver excellent customer service, externally and internally

**Royal Service Coordinator** June 2013-July 2015

Fairmont Chateau-Laurier Hotel, Ottawa, ON

* Able to manage administrative assistance duties such as organizing files, deliver messages, booking reservations as well as managing phones lines
* Oversaw room service department to ensure that all tasks were completed in a timely manner and up to Fairmont standards
* Coordinated room service preparation, delivery and pickup to ensure accurate and timely delivery
* Responded to guest inquiries and complaints and cooperated with other departments to ensure guest satisfaction
* Create bills and post to guest accounts
* Assist in the training of new colleagues

**Customer Service Representative** April 2008-July 2011

Money mart, Ottawa, ON

* Cashed cheques, processed payments, and conducted money transfers
* Completed administrative work such as photocopying as well as scanning, filing and archiving documents

**Sale Associate** Oct 2007- Dec 2007

Bentley Leather Inc, Gatineau, QC

* Provided excellent customer service while assisting clients in finding desired merchandise
* Answered customers calls promptly and responded to their requests in an efficient manner
* Operated the register and processed sales transactions
* Assisted in maintaining store's visual presentation of bags and luggage's

**Cashier/Customer Service** May 2004- Jan 2007

Dollarama, Ottawa, ON

* Greeted all clients warmly and provided quality customer services
* Operated the register and balanced money in cash register with sales data
* Assisted in the receiving and stocking of all merchandise
* Ensuring the established merchandising practices were followed
* Handled customer complaints in a professional manner

#### Volunteer Experience

Member of Health and Safety Committee at Fairmont Chateau-Laurier Hotel October 2016-Present

* Identify work place hazards
* Inspect the workplace at least once a month and meet with the employer as necessary to address health and safety issues
* Consider and expeditiously dispose of health and safety complaints
* Ensure to keep adequate records of work accidents, injuries, health hazards, health and safety complaints and regular monitor this data

Volunteer at Saint-Vincent Hospital, Ottawa, ON Summer 2002

Received Certificate of Merit recognized for outstanding services provided as volunteer

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| **References available upon request** |

***Jobs description :***

Financial Officer: <https://emploisfp-psjobs.cfp-psc.gc.ca/psrs-srfp/applicant/page1800?poster=1239940&toggleLanguage=en>

Underwriting Policy Coordinator: <https://edc.taleo.net/careersection/2/jobdetail.ftl>

Compensation Assistant: <https://emploisfp-psjobs.cfp-psc.gc.ca/psrs-srfp/applicant/page1800?toggleLanguage=en&poster=1240544>

Administrative Assistant: <https://oag-bvg.mua.hrdepartment.com/hr/ats/Posting/view/377/0?change_user_language=1>