Email: kyledwallwork@gmail.com

Phone: (613) 866-8374

* Provide customer assistance to a diverse population of customers.

Technical Assistant **|** Great Canadian Midway (Niagara Falls, ON) **|** April 2010 – August 2015

**|** June 2017 – August 2017

* Mechanical and electronic game repairs and preventative upkeep.
* Empty game tokens and restock tickets in the games.
* Assist customers with complaints or inquiries.
* Strong ability to multi task.
* Assist wherever needed within the establishment (performing the duties of cashier, ride attendant, and prize booth attendant).

**Qualifications and Skills:**

* Trustworthy, dependable, and punctual
* Adapts to new environments quickly and easily
* Excellent communication and problem-solving skills
* Able to work in a fast paced, demanding and high-pressure environment
* Proficient in MS Windows and Mac OS operating systems and various softwares
* Friendly and outgoing
* Customer/client success oriented

Stamford Collegiate **|** Niagara Falls, ON **|** September 2009 - June 2013

* Ontario Secondary School Diploma (Honours)

**Education:**

Carleton University **|** Ottawa, Ontario **|** September 2013 – December 2017

* Honours Bachelor of Arts in Criminology and Criminal Justice
  + Concentration in Psychology

**Experience:**

Sales Specialist | The Home Depot (Ottawa, ON) **|** March 2018 – Present

* Use a CRM system to create, follow up and process orders.
* Create custom/special sales quotes and orders for customers.
* Inventory experience.
* Lead customers to the right departments/aisles and assist them in locating items.
* Assist customers in determining which product fits their needs.
* Process and track items to be shipped to a customer.
* Perform stocking of inventory and overhead management.
* Customer success/fulfilment

KYLE WALLWORK

409-330 Titan Private

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Dish Washer **|** The Foolish Chicken (Ottawa, ON) **|** February 2014 – April 2014

* Wash dishes, glassware, utensils, and cooking equipment using dishwasher or by hand.
* Place clean dishes, utensils, and cooking equipment in storage areas.
* Maintain kitchen work area and equipment in clean and orderly condition.
* Prepare various foods for cooking or serving.
* Stock supplies, such as food or utensils, in serving stations, cupboards, or refrigerators.

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Guest Experience Ambassador **|** Hornblower Cruises (Niagara Falls, ON) **|** June 2017 – August 2017

* Collect tickets, distribute ponchos and provide captains with guest counts.
* Lead and escort various group arrival tours from upper plaza to Hornblower landing, and ensure group remains together and board together.
* Assist with replenishment of supplies and stock.
* Maintain clean and safe work environment.
* Answer guest inquiries and provide information to assist them with making choices regarding shopping, dining and site seeing.

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