

Alessandro Santos

Toronto, ON

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Business professional with 5+ years of administrative and customer service experience. I have college diploma in Business Management. My previous professional experience will guarantee high quality of administrative due to my great interpersonal skill, strong data entry and extremely organized.

Willing to relocate: Anywhere

Work Experience

Receptionist

Rogers Communications - Toronto, ON

2020 to Present

- Demonstrated proficiencies in telephone and front-desk reception within a high-volume environment. Calmed upset/angry customers, researched and rapidly solved problems and rebuilt client trust to prevent the loss of key accounts.
- Led "cleanup" of company database and files. Restored organization to personnel, financial and operational records and accelerated data input, processing and retrieval times.
- Consistently praised by management for the quality and timeliness of reports, attention to detail, exemplary customer service delivery and team-player attitude.
- Process access cards for employees.

Education Consultant

The Canadian Experience - Toronto, ON

September 2019 to Present

- Approaching potential students and develop a client base
- Preparing application process forms to International students including and are not limited to high schools, colleges, and universities
- Using available electronic resources and complete application packages to prospect to new clients.
- Actively marketing our products and services
- Assisting all applicant to fill out forms and collect required documentation
- Active client management, including notifying clients of upcoming extensions, changes in process or procedures

Superintendent and Junior Building Administrative Assistant

White Rose Services - Toronto, ON

2014 to Present

- Provide accounting and clerical assistance
- Uphold internal and external maintenance standards in luxury condo building
- Conduct daily checks on all areas and generate reports
- Collect invoices from suppliers and contractors
- Provide budgeting report to property manager
- Coordinate monthly resident events and administrative meetings

Administrative Assistant

IRORJ - Rio de Janeiro, BR

2012 to 2014

Brazil

- Process daily safety checks on all areas and generate periodic reports describing errors and entries.
- Coordinate administrative meetings
- Organize and distribute mail and memos to clients about products and services.
- Ensure that our daily, weekly and monthly Service Levels are being met.
- Perform maintenance tasks.

Education

DCS / DEC in Business Management & Entrepreneurship

IBT College - Toronto, ON

2018 to 2019

Skills

- DATABASE
- Customer Service Skills
- Microsoft Word
- Receptionist
- Data Entry
- Scheduling
- Microsoft Office
- Organizational Skills
- Management
- Filing
- Clerical
- Outlook
- Spanish
- Medical Office Experience
- English

Additional Information

SKILLS

- Proficient with Microsoft Office (Outlook, Word, PowerPoint and Excel) and skilled in computer coding and scripting (HTML / CSS / Database - SQL Server)
- Fluent in both English and Portuguese. Conversational Spanish.