

Andrew Couture

Bathurst, NB

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Work Experience

Call Center Agent

Tech Mahindra - Moncton, NB

August 2021 to December 2021

- Dealt with Hudson Bay Companies VIP Customers
- Worked independently to assist customers through the entire purchasing process
- As the highest point of escalation, I developed skills to face more complex problems and develop strong de-escalation and communication skills
- Worked with company systems to create orders and submit repair/replacement requests
- Learned to navigate through many programs to complete job duties

Seasonal Sales Associate

Canadian Tire Corporation Ltd - Bolton, ON

October 2019 to June 2021

- Assist customers
- Received Garden Centre trucks
- Worked independently in Garden Centre fulfilling responsibilities

Sales Associate

United Lumber Home Hardware - Bolton, ON

March 2016 to August 2018

- Tinted and Color adjusted paints.
- Received trucks for inventory
- Inventory Adjustments
- Worked at customer service / lumber sales desk
- Communicated directly with independent vendors for inquiries and ordering
- Department lead of Seasonal and Moulding department

Education

DCS / DEC in Software Engineering

Centennial College - Toronto, ON

January 2022 to Present

Skills

- Retail Sales
- Cashiering

- Merchandising
- POS
- Sales
- Microsoft Word
- Microsoft Excel
- Computer skills
- Phone etiquette
- Customer service
- Communication Skills
- Leadership (2 years)

Languages

- English - Fluent