

AMY VON DESCHWANDEN

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CAREER OBJECTIVE

Committed professional with experience in customer service and sales in the retail industry. Skilled in upselling, cross-selling, and merchandising. Highly organized and detail-oriented with excellent communication skills.

EXPERIENCE

■ SALES ASSOCIATE Ren's Pets

Ajax, ON

March 2023 - Present

- Operated cash register and POS to handle purchases, refunds, and exchanges for customers.
- Established a positive rapport with customers by delivering friendly, personalized service.
- Provided accurate information about products, prices and availability both in person and over the phone.

■ CUSTOMER SERVICE CONSULTANT - MILES AND MORE Lufthansa InTouch

Peterborough, ON

October 2019 - July 2020

- Managed over 40 customer calls per day while identifying issues, analyzing information and providing solutions to problems.
- Consistently achieved top quality scores by maintaining high levels of professionalism while delivering great service.
- Highly effective at multitasking and navigating numerous screens and multiple clients simultaneously.

■ CUSTOMER SERVICE CONSULTANT - GENERAL RESERVATIONS Lufthansa InTouch

Peterborough, ON

May 2019 - October 2019

- Provided excellent customer service by greeting customers, cashiering, and using product knowledge to answer customer questions.
- Responded promptly and answered/resolved customer questions and complaints while providing product availability and pricing information to customers.
- Maintained quality service by following policies and procedures and reporting needed changes.
- Handled situations which required adaptation of response and advanced problem solving techniques.

■ KEY HOLDER - SALES SPECIALIST La Senza

Peterborough, ON

June 2017 - April 2019

- Achieved sales targets by engaging customers and providing excellent service by educating them on product offerings, deals, and new releases.
- Met and exceed sales revenue quotas via retention and driving new sale customers.
- Successfully interacted with clients to generate repeat and referral business.
- Managed store operations, including opening/closing, counting registers, making deposits, and filing daily paperwork.

EDUCATION

■ COMPLETED COURSEWORK TOWARDS DIPLOMA IN SOFTWARE ENGINEERING

Centennial College, Scarborough

SKILLS

- Verbal Communication
- POS System Operations
- Teamwork and Collaboration
- Inbound Phone Call Management
- Customer Service
- Retail Store Operations
- Cash Handling Accuracy
- Product Knowledge
- Multitasking
- Technological Knowledge