

# Amy von Deschwenden

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## SUMMARY

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Current student looking to join the workforce to gain real-world experience. Ability to complete tasks on time in both individual and team settings. Dependable and reliable, ready to learn and grow with your company.

## EXPERIENCE

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### Keyholder

Dec. 2023 - Present

Ren's Pets | Ajax, ON

- Executed opening, closing and register functions to meet business requirements.
- Assisted customers with product selection, price checks, returns and exchanges, and special orders.
- Processed sales transactions quickly and accurately using POS system while maintaining a high level of customer service.

### Sales Associate

Mar. 2023 - Dec. 2023

Ren's Pets | Ajax, ON

- Greeted customers warmly and offered assistance.
- Engaged with customers to understand and anticipate customer service needs.
- Established a positive rapport with customers by delivering friendly, personalized service.

### Customer Service Consultant - Miles and More

Oct. 2019 - July 2020

Lufthansa Intouch | Peterborough, ON

- 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

May 2019 - Oct. 2019

Lufthansa Intouch | Peterborough, ON

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

## EDUCATION

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Centennial College | Toronto, ON

Expected Dec. 2024

Diploma, Software Engineering Technician

## SKILLS

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Problem-solving, Teamwork And Collaboration, Reliable And Punctual, Building Rapport, Fast Learner