

RUSSELL CABALLERO

russellncaballero@gmail.com

204-688-0365

HIGHLIGHTS OF QUALIFICATIONS

10+ years working within the customer service environment

Strong communicator with established customer experience skills (oral and written)

Bi-lingual in English and Filipino (Tagalog)

Proficient with Microsoft Office programs (Word, Excel, and Outlook)

WORK EXPERIENCE

Personal Banking Associate

TD Canada Trust

December 2020 - Present

- Engage with customers in day to day advice needs, service transactions digital education, and customer problem resolution
- Accountable for timely and accurate completion of business processes and procedures
- Ensure accuracy of documentation and that it is consistent with relevant regulations and company Code of Conduct and Ethics

Customer Experience Associate

TD Canada Trust

August 2016 - Present

- First point of contact with the customer entering our establishment, setting a professional, authentic, and exceptional experience for the customer
- Handled customer inquiries in an effective and professional manner

REALTOR®

Coldwell Banker Preferred Real Estate

May 2015 - August 2016

- Educated clients with the current real estate market trends
- Provided clients with information about financial expectations associated with purchasing or selling property to best position themselves to achieve their real estate goals

Sales Associate & Lab Technician

LensCrafters Polo Park

July 2012 - April 2015

- Engaged in thorough research of company products in order to provide customers with informed recommendations
- Contributed effectively to weekly team meetings by sharing successes and challenges to further personal and organizational growth

TOP SKILLS

- Detail-oriented
- Communication
- Critical thinking, problem solving
- Adaptable
- Time management

EDUCATION

June 2020

Bachelor of Science, Physics Major
The University of Winnipeg

February 2016

Real Estate Re-Licensing Education
Manitoba Real Estate Association Licensing Program

February 2015

Real Estate Licensing Program
Manitoba Real Estate Association Licensing Program