

Leynielle Bacani

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Qualifications:

- Engage callers in conversation without effort and listen attentively while identifying problems.
- Work a full-time schedule sitting at a desk talking to customers in a busy, fast-paced, often stressful workplace.
- Consistently maintaining speed in multitasking and 100% accuracy despite high volumes.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.

Relevant Work Experience:

Shipment Resolution Representative

Nov. 2022 – June 2023

Purolator – Hamilton, Ontario

- Contact customers while working on various programs on computer, such as data entry for customer return packages and printing labels. Responsible for sorting, receiving, tracking, and sending orders to customers.
- Worked with various representatives to resolved damaged shipments protecting company interest and financial targets.

Warehouse Associate

Apr. – Oct. 2022

Amazon Warehouse – Hamilton, Ontario

- Receive packages and managed inventory within the warehouse by completing physical tasks, consistently meeting daily targets.
- Use scanners to read bar codes on selected products in an accurately and timely manner and ensuring product meets quality requirements.

Counter Front/Customer Service

Feb. 2018 – June 2021

Tim Hortons – Hamilton, Ontario

- Handled opening and closing shift duties and ensured store safety and cleanliness at all points.
- Reduced drive thru wait times while accurately entering and preparing orders to ensure customer happiness and meet targets.

Education:

Centennial College

Toronto, ON - Diploma - Software Engineering Technology

2022 - Present

Mohawk College

Hamilton, ON - Diploma - Broadcasting - Television and Communications Media

2018 - 2021

References supplied upon request.