Mateo Cruz

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**Professional Profile**

Hard-working and self-motivated individual. Excellent listener and strong communicator, able to take a leadership role.

**Qualifications**

* Customer Service oriented
* Able to read, write and speak English fluently
* Able to understand Spanish fluently
* Strong verbal communication
* Well organized
* Team player
* Helped plan events for a church in different facilities
* Ensures that the customer feels welcomed and that they enjoyed their shopping experience
* I am a graduate with a range of security, problem-solving and administrative skills, and with a commitment to justice and to the community.
* Comfortable with these programming languages
* CSS, HTML, Javascript

**Experience**

National Logistics Services

**Customer Service Representative** September 2018 to Current

Mississauga, Ontario

* Responded to all customer inquiries (via telephone, email or in person) in a polite manner with the goal to provide customer focused service.
* I enter, edit, and process customer orders using PKMS or WMi systems.
* Liaise with the NLS team on behalf of customer to determine the status of sales orders, purchase orders, inventory, and special requests
* I investigate on behalf of customers the non-conformance issues or service failures, collaborate with appropriate departments and determine root cause and discuss service recovery with relevant departments.

Chapters

**Customer Experience Representative** September 2016 to August 2018

Vaughan, Ontario

* Support the daily operations of the store before or after the store closes
* Conduct inventory cycle counts, replenish stock, manage product returns, shelve products, and receive and process incoming store merchandise
* Use merchandise to create a visually appealing, stimulating store

Toronto Church of Christ June 2015 to August 2015

**Intern**

* Helped to plan events for the church in different facilities
* Greatly involved with teenagers in giving them guidance through life
* Greatly involved within the church in setup for Sunday service and planning stages for events
* Planned many events for the youth of the church

Costco August 2011 to August 2016

**Merchandiser**

* cleaned machine parts and made sure the machine parts were sanitized
* organized the cooler (same products together, older dates in front)
* helped members with questions about meat
* took leadership role by splitting work between co-workers
* Trained new employees
* Organized and restocked product on the floor i.e. produce, furniture, freezer products

**Education**

**Juno College** 2020

Web Dev 2-week program

Toronto, Ontario, Canada

**Humber College** 2010 to 2012

Police Foundation

**College Diploma**

Toronto, Ontario, Canada

**Humber College** 2009 to2010

General Arts and Science

**Certificate**

Toronto, Ontario, Canada