

MARKO MAJETIC

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Summary

To utilize my skills, training and experiences to secure a placement in the seasonal department at Home Depot

SKILLS

- Customer and Personal Service
- Critical Thinking
- Negotiation
- Instructing
- Active Listening

PROFESSIONAL EXPERIENCE

Operations Lead

Evolve Lifestyle and Evolve Clothing, Bolton, ON

2021-2022

- Perform opening and closing activities.
- Manage staff and assign duties
- Determine merchandise and services to be sold
- Resolve problems that arise, such as customer complaints and supply shortages
- Plan, organize, direct, control and evaluate daily operations.

Customer Service Representative

Evolve Lifestyle and Evolve Clothing, Bolton, ON

2019-

2021

- Handling operational procedures, assisting cashiers, providing customer service, setting alarms, and keeping the entry area clean and organized
- Itemized and totaled customer merchandise selection at checkout counter, using cash register, and accepted cash or credit card for purchases
- Executed non-negotiable standards of store operation including stocking, cleaning and merchandising
- Successfully completed opening and closing of store
- Responsible for separating, sorting and processing donations
- Assisted in the orientation of volunteer and youth workers

Outdoor Lighting Technician, Aqualight, Aurora, ON

2013-2018

- Assigned as team lead to delegate tasks, answer questions, and provide on sight supervision during outdoor lighting installations and maintenance
- Escalated issues as required to ensure that the projects were completed on time and on budget
- Responsible for monitoring and purchasing supplies as required and settling outstanding bills
- Maintained high degree of customer satisfaction by listening to concerns and following up in a timely manner
- Ensured that all employees and tasks on the job site complied with standards and safety regulations

VOLUNTEER EXPERIENCE

Evolve Clothing, Bolton, ON

February 2018-October 2019

- Sorted, tagged, and categorized clothing and worked with team to create meaningful and tidy workplace

EDUCATION

Skilled Trades College of Canada

Construction and Maintenance Electrician Pre-Apprentice Program

2011

Robert F. Hall Secondary School

2003-2007

Licence

Ontario Mortgage Agent Licence #M21004524