

# GUSTAVO FREI

## Customer Service Representative

■ Toronto, ON M5P 2C6 ■ 416 - 474- 6776 ■ [gustavorfrei@gmail.com](mailto:gustavorfrei@gmail.com) ■ [LinkedIn](#)

### PROFESSIONAL SUMMARY

Knowledgeable and dedicated bilingual customer service representative with fluency in Portuguese and English. Open and clear communication style with good multitasking skills. Background in Business Administration.

### SKILLS

- Strong Communication Skills
- G Suite and Microsoft Office
- Multitask
- Administration and Reporting
- Customer Experience
- Efficient and Detail-Oriented
- Issue and Complaint Resolution

### WORK HISTORY

#### **ASSISTANT DEPARTMENT MANAGER** 03/2022 to 10/2022

##### **Farm Boy Inc.** , Toronto, ON

- Offered advice and assistance to customers, paying attention to special needs or wants.
- Cultivated customer loyalty, promoted repeat business and improved sales.
- Processing data into the system (financial, sales, information, shrink reports) to monitor and measure productivity, goal progress and activity levels.

#### **SOUS CHEF** 10/2019 to 10/2021

##### **Rio 40 Restaurant**, Toronto, ON

- Established and updated staff schedules and assignments to optimize coverage of peak times.
- Accomplished multiple and repetitive tasks within established timeframes.
- Oversaw inventory of materials and products of over 80 items, including receiving and storage operations, processed purchasing negotiation, scheduling, controlled, and coordinated work procedures.
- Scheduled and received food and beverage deliveries,

adhering to food cost and budget.

**PROPERTY MANAGEMENT ASSISTANT** 02/2015 to 10/2017

**Quartos Em Curitiba Ltda., Brazil**

- Maintained original leases and renewal scanned documents in digital and hardcopy format for property management office.
- Answered phone with friendly greeting to create positive inbound calling experience for tenants.
- Verified income, assets and expenses and completed file tracking sheet for each applicant.
- Collected rents, secured bank deposits, processed apartment security deposits and managed accurate application files.

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• **EDUCATION**

- Culinary Arts: Chef de Cuisine and Restaurateur, **02/2017**  
**European Centre** - Brazil
- Bachelor of Arts: Business Administration and Management, **03/2015**  
**FAE Business School** - Brazil
- Bachelor of Arts: Business Administration and Management, **10/2014**  
**Fachhochschule Münster** - Germany