Hal Tugrul

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# Summary

Dedicated hard working individual, with strong mechanical aptitude, motivated to maintain customer satisfaction, and contribute to company success. Proven ability to learn how to diagnose and repair new equipment with no guidance. Reliable and driven, with strong time management and prioritization abilities as well as exceptional organizational skills. Passionate about and proven to thrive in a fast-paced environment.

# Education

## 2023-Current| Humber College insitute of Technology and advanced learning

* Advanced Diploma (2025)

## 2009-2012| Northview Heights secondary school

* High School Diploma

# Skills & Abilities

* Proven ability to troubleshoot, repair and maintain new equipment.
* Experience with hydraulic and pneumatic systems.
* Punctual and effective in time management.
* Problem solver, with an eager work attitude.
* Strong mechanical aptitude.
* Possesses proficient management skills.
* Excellent communication skills.
* Enjoys working in a supervisory role as well as part of a team.
* Technologically inclined, experience using all of Microsoft Office.

# Relevant Experience

## STUCCO MECHANIC | TRILIBERTY STUCCO INC | MAY 2022 – JAN 2323

* Experience working as a stucco mechanic for TriLiberty Stucco Inc.
* This position involves repairing, installing and painting Stucco and mouldings, keeping a clean work environment all in accordance with OSH and Local 183.
* Responsibilities include:
  + Installation, repair and finishing of Stucco as well as mouldings.
  + Estimating and measuring the required necessary materials for jobs, documenting completed tasks and assisting in the loading and unloading of material.
  + Assisting with service calls and colleagues as necessary.
  + Maintaining a clean and safe work environment at all times .

## service technician | Milwaukee Tools | oct 2019 – MAY 2022

* Experience working as a specialized hydraulic service technician for the Milwaukee Tools Factory Service Centre.
* This position involves diagnosing and repairing various power tools as well as logging all data completing paperwork and invoices for clients in a fast-paced manner working with the sales teams to guarantee customer satisfaction.
* Responsibilities include:
  + Specializing in troubleshooting, diagnosing, repairing and testing Hydraulic power tools.
  + Documenting repair processes as well as filing paperwork for completed repairs and organizing the service centers paperwork monthly.
  + Communicating with customers and sales reps via phone and email regarding tool repair status, payment processing, or any other customer needs.
  + Assisting and teaching colleagues how to repair various new tools.
  + Always maintaining a clean and organized workstation.
  + Stocking inventory whenever applicable.
  + Helping colleagues with store front, shipping and receiving, when needed.

## customer service representative | milwaukee tools | nov 2018 – oct 2019

* Experience working as a customer service representative at the store front for the Milwaukee Tools Factory Service Centre.
* The position involves running the store front, ensuring customer satisfaction, helping customers with questions and complaints, keeping a clean and tidy area as well as processing all instant repairs.
* Responsibilities included:
  + Ensuring the store front is clean, stocked and well organized.
  + Providing customers with their completed repairs.
  + Signing in tools and processing instant repairs over the counter.
  + Addressing customer and salespersons needs via phone and in-person.
  + Opening and closing the Service Centre according to schedule.

## supervisor/ Keyholder | Hero certified burgers | apr 2017-nov 2018

* Experience working as both a crew member and a team supervisor at Hero Certified Burgers.
* The position involves working to run the dine-in and take-out restaurant as well as process online orders as well as supervise the team on shift, acting as the lead customer service representative.
* Responsibilities included:
  + Cooking and preparing food to high quality standards.
  + Working the front providing customer service and taking orders
  + Training new associates as well as supervising and assisting all current associates
  + Conducting interviews and recruitment.
  + Basic scheduling and assistance with ordering and inventory as well as product receiving
  + Communicating and working directly with the Manager to utilize all resources to deliver the best experience.
  + Ensuring all the restaurant and prep areas are sanitary, tidy, and well stocked.
  + Opening and closing the restaurant, counting, and balancing the cash registers.

## Team Member/Customer Service | Tim HOrtons | 2016

* Experience working as a Team Member of Tim Hortons requiring working both the front cash, drive-thru and prep stations/kitchen
* Responsibilities included:
  + Taking orders, providing excellent and quick customer service
  + Dealing with difficult customers in busy and understaffed periods.
  + Preparing orders handling food with regard to sanitation standards
  + Working drive-thru
  + Cleaning the kitchen, washrooms as well as restaurant space.

## CASHIER/CUSTOMER SERVICE/MEAT CLERK| valumart | 2014- 2015

* Experience working as a cashier and customer service associate in the front end of ValuMart as well as a meat clerk working in the meat department.
* Responsibilities Included:
  + Cashing out customer with a positive and friendly attitude.
  + Ensuring each Customer receives a friendly, accurate and professional service by answering all questions and taking all the steps possible to ensure satisfaction.
  + Processing all refund and exchanges according to policy.
  + Sanitizing, maintaining and closing the meat department alone.
  + Serving customers from the meat counter and with prompt and courteous service.
  + Organized products on display, restocked and rotated products as necessary.
  + Cut and prepared products adhering to safety standards.

-References and further information available on request -

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