

Eric Mandel

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SKILL PROFILE

- Heavily task-oriented, excellent organizational skills & ability to meet deadlines
- Exceptional interpersonal skills with a customer service competency
- Strong attention to detail and problem solving ability with a high level of professionalism
- High Proficiency in Microsoft Excel, Powerpoint and Word
- Smart Serve, Standard First Aid, CPR (Level C) Certified

EDUCATION

BACHELOR OF HUMAN RESOURCES MANAGEMENT (HONOURS)
YORK UNIVERSITY

SEPTEMBER 2009-APRIL 2014
TORONTO, ONTARIO

ONTARIO SECONDARY SCHOOL DIPLOMA
THORNHILL SECONDARY SCHOOL

SEPTEMBER 2005- JUNE 2009
THORNHILL, ONTARIO

PROFESSIONAL EXPERIENCE

ORGANIZATIONAL EFFECTIVENESS INTERN
MACKENZIE HEALTH

JANUARY 2013 - MAY 2013

- Aided the organization and facilitation of the Employee Service Recognition Reception
- Conducted Interviews and selected successful applicants for the Summer Coop Program
- Constructed reports or presentations regarding orientations and training sessions
- Designed job posting templates and managed internal filing system, increasing accessibility

CUSTOMER SERVICE REPRESENTATIVE
TREND FINANCIAL

APRIL 2012- DECEMBER 2012

- Handled large amounts of inbound calls and negotiated customer payment arrangements
- Managed Customer Database to increase accessibility of client accounts
- Processed customer payments through cash handling and credit card
- Resolved all customer issues and inquiries to uphold company's reputation

CUSTOMER SERVICE EXPERIENCE

USHER/BARTENDER
TORONTO CENTRE FOR THE PERFORMING ARTS

OCTOBER 2011 - PRESENT

- Ensured customer satisfaction with strong and attentive customer service
- Served customers beverages and snacks to enhance customer experience
- Managed inventory and all associated paperwork to effectively operate the bar
- Handled large amounts of cash and operated at a fast pace to optimally serve all customers
- Directed patrons, settled any issues or inquiries and provided any assistance necessary

TEAM LEAD & BRAND AMBASSADOR
GROUPE PROMOSTAFF RTM

JULY 2013- PRESENT

- Educated the public about new products, contests or discounts
- Engaged consumers with special promotions or offers creating brand awareness