**Summary of qualifications**

* Demonstrated ability to build trust with customers and demonstrating product knowledge
* Experience in providing quality service to customers
* Exceptional people, customer service, and sales skills
* Trust worthy, dependable with ability to work independently under minimal supervision
* Highly motivated individual with a proven ability to learn quickly, create, implement, and maintain procedures in any type of environment
* Energetic
* Possess the ability to meet heavy work assignments and deadlines under strict time constraints
* Adaptable and detail-oriented; able to manage multiple demands & tasks simultaneously
* High level of professionalism; effective problem solver with ability to meet operational deadlines
* Flexible availability

## WoRk Experience

**Promotional Rep**, Promo Staff, Boom Marketing, Desperado, Toronto Present

* Worked independently and efficiently with minimal supervision
* Set up and tore down event sites
* Created and presented company materials and promotional products to a wide range of audiences
* Demonstrated products to audiences to accurately inform the public as well as presenting in a creative and interesting format
* Provided information and product knowledge to potential customers through clear and convincing explanations
* Engaged customers in activities and programs in order to achieve brand popularity
* Working as a team to achieve a common goal or target for client
* Worked closely with client as team lead improve and tweak the event

**Stock Supervisor,** Juicy Couture, Toronto 2010-2014

* Maintained an orderly stockroom
* Assisted store staff in daily store operations
* Prepared store for bi-annual inventories
* Restocked clothing and store supplies
* Transferred and received new inventory and restocked areas in need of replenishing
* Unpacked products received by store and count, weigh or sort items
* Used barcode scanning equipment to record incoming stock, verify pricing and maintain stock inventory
* Priced items using stamp or stickers according to price list
* Attached protective devices to products to protect against shoplifting

**Customer Service/Sales Associate**, Champs Sports, Toronto 2007- 2010

* Conferred with customers by telephone or in person in order to provide information about products and services
* Resolved customers' service complaints by performing activities such as exchanging merchandise and refunding money
* Ensured that appropriate changes were made to resolve customers' issues and inquiries
* Referred unresolved customer grievances to designated departments for further investigation
* Solicited sale of new or additional services or products
* Operated cash register and computer for electronic commerce transactions

## Education

**Ontario Secondary School Diploma**, City Adult Learning Centre, Toronto 2009

**Humber College,** Sustainable Energy, Building Technology, Toronto. Present