# Erica Murray

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## EDUCATION

Bachelor of Arts (Honours), Public Policy April 2014

University of Ontario Institute of Technology, ON

**WORK EXPERIENCE**

Brand Ambassador August 2014- Present

Match Marketing Group

* Connect with consumers during promotional events and educate them on the product offerings
* Provide an overall positive experience for consumers
* Build and maintain positive working relationships with other Brand Ambassadors
* Approach consumers in a friendly and energetic way to engage them in full interaction

Front Line Assistant in the Office of the Registrar January 2013- Present

University of Ontario Institute of Technology, Oshawa ON

* Provide front line service support including answering phones, emails and in person inquiries
* Assist with various activities such as registration and convocation
* Prepare correspondence and data entry to determine success rates
* Perform web based research in a high volume environment
* Communicate with 100-200 current and prospective students on a constant basis

Server March 2010- April 2012

Oscar Taylors, London ON

* Welcome guests and take beverage and food order in a quick and expert manner
* Serve cocktails and menu items to patrons
* Assist bartender in preparation of fruits and garnishes
* Knowledgeable about wine varietals and menu pairings
* Complete customer payment transactions in accordance with cash and charge procedures
* Clear and clean bar area and tables in a timely and efficient manner

Server February 2008- January 2010

East Side Mario’s, London ON

* Greeted and seated customers in a courteous manner
* Stock and replenish service Station
* Ensure that tables were cleaned and well-stocked
* Obtain food orders and delivered them as per restaurant presentation standards
* Address customer complains in a professional and prompt manner

**CERTIFICATIONS**

* Smart Serve
* Valid Driver’s Licence
* Standard First Aid with CPR A +AED
* WHIMIS