

# Ari Eidelshtein

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## Work Experience

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### **Dispatcher / Customer Service Manager**

FC Locksmith Ltd - Toronto, ON

December 2018 to August 2022

- Answered and resolved over 19,000 client phone calls with high customer satisfaction and maintained positive feedback.
- Streamlined the scheduling system to decrease average wait times for customers, increasing the overall call resolution rate.
- Coordinated with technicians to improve on-time delivery of services while ensuring timely service for clients while minimizing delays.
- Collaborated with cross-functional teams to identify causes of customer escalations by implementing a new ticketing system.
- Led a team of 15 dispatchers while maintaining company responsibilities.
- Conducted regular spot-checks and call monitoring to ensure team adherence to provided scripts.

### **Restaurant Manager**

Golden Chopsticks - Thornhill, ON

September 2015 to December 2018

- Monitored food preparation and serving techniques to ensure proper procedures were followed.
- Ensured compliance with all regulatory requirements, facilitating inspections.
- Ensured customer satisfaction with every facet of the flooring experience, from initial greeting through order completion.
- Responsible for restaurant administrative duties including, but not limited to, invoice input, cash handling, filing, order completion, order guide/prep writing, and adjustments.
- Managed inventory and ordering of food, equipment, and supplies.
- Memorized restaurant product offerings, contributing to quarterly sales increases by communicating product benefits and providing excellent service.

### **Job Coach**

Reena Foundation - Thornhill, ON

June 2017 to August 2017

- Facilitated job search workshops to provide job search skills to clients.
- Worked with clients to develop transferable skills for a successful job search.
- Monitored and tracked clients' job search progress.
- Developed and maintained relationships with employers to facilitate job placement.
- Created and implemented job search and career development plans.
- Conducted outreach activities to promote job readiness services to the community.

## **Job Coach/Workforce Specialist**

JVS Toronto - Toronto, ON

September 2016 to April 2017

- Coordinated with program staff to develop customized training modules, Individual Support Plans, and job readiness workshops, improving participants' skill levels.
- Implemented a data tracking system to monitor progress and outcomes per government standards.
- Organized and maintained client files, ensuring to prepare for the ministries' audit.
- Fostered a structured job shadowing program for individuals to gain hands-on work experience.
- Conducted regular check-ins to ensure the successful utilization of services.

## **Special Education Assistant**

Moshava Ba'ir Toronto (Yachad) - Toronto, ON

June 2016 to August 2016

- Provided support to the camper with special needs during camp activities, ensuring their full participation and inclusion while assisting the camper in maintaining a positive attitude.
- Motivated my client to accomplish complex tasks (e.g., dressing.)
- Developed strong rapport with client by actively listening to their concerns and needs while upholding confidentiality.
- Worked alongside coworkers to facilitate a healthy and safe emotional environment for all campers.

## **Special Education Assistant**

Ohr Haemet Sephardic School - Vaughan, ON

January 2016 to April 2016

- Monitored student progress and reported results to parents and staff
- Collaborated with teachers and other professionals to develop and implement Individualized Education Plans (IEPs) to help students reach their maximum potential.
- Provided one-on-one instruction to students with special needs in various academic and behavioral areas.
- Developed and implemented positive reinforcement systems
- Utilized various teaching methods to individualize instruction for students.
- Assisted in the development of social skills and self-esteem for students.
- Adapted classroom instruction to meet the needs of students with disabilities.

## Education

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### **B.A. in Psychology**

York University - Toronto, ON

September 2017 to December 2020

### **Diploma in Social Service Worker**

Seneca College - Toronto, ON

September 2015 to June 2017