

Michael Nebesny

(905) 447-1607 | michael@nebesny.ca | [linkedin.com/in/nebesny](https://www.linkedin.com/in/nebesny)

With fluency in both official languages of Canada as well as years of experience interacting with customers and public speaking, I am a great communicator who regularly exceeds expectations while working on the front line and interacting with guests.

EXPERIENCE

2019 - present

CAMPUS EVENT AMBASSADOR – University of Toronto

- + Represent the University of Toronto and private organizations at events
- + React effectively in a variety of scenarios ranging from customer service to emergency situations
- + Assist customers in a polite, effective, and helpful manner while performing normal job duties
- + Work effectively as a member of a large team to ensure successful event operation

2017 - 2019

LEAD RAPPELLING INSTRUCTOR – Scouts Canada

- + Use my three years of experience on site to mentor newer staff
- + Assist with managing and supervising program operations
- + Communicate with guests and coworkers
- + Foster teamwork and collaboration
- + Provide quality customer service on the front-line

2018 - 2019

PAGE – Whitby Public Library

- + Respond to patron inquiries and provide customer service as applicable
- + Work independently whilst ensuring high productivity
- + Collaborate with coworkers to reach maximum efficiency
- + Effectively solve issues arising in daily operations without direct supervision

EDUCATION

ongoing

BACHELOR OF COMMERCE – Rotman School of Commerce, University of Toronto

2018 - 2019

DIPLOME D'ETUDES EN LANGUE FRANÇAISE - B1 – La République Française

- + Shows strong communication in both official languages of Canada – a key skill for front-line employees
- + Is issued by the National Minister of Education of the French Government
- + Is recognized internationally as a certificate of bilingualism