

Michael Nebesny

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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 EVENTS AMBASSADOR – University of Toronto

- + Represent the University of Toronto, as well as private organizations
- + 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

2019

LEAD RAPPELLING INSTRUCTOR – Haliburton Scout Reserve, 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 produce maximum efficiency
- + Effectively solve issues arising in daily operations without direct supervision

EDUCATION

2019 - ongoing

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

2018 - 2019

DIPLOME D'ETUDES EN LANGUE FRANÇAISE – Anderson Collegiate V. I.

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