

Nicholas Nesci
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Profile

- Recognized on multiple occasions for providing exceptional customer service experiences and meeting and exceeding productivity goals
- Excellent interpersonal skills, able to successfully deal with difficult customers and provide them with excellent customer service
- Able to recognize and anticipate customer needs and provide advice to meet them
- Hardworking, dedicated and punctual

Work History

Owner/Manager

The Brake Store

2019 - Present

- Responsible for creating and maintaining marketing materials i.e., social media, online advertising, promotional print materials, website, blog, etc.
- Interacted directly with clients via phone calls, in person and through social media and email to facilitate sales
- Maintained inventory levels and ensured purchasing was done consistently to meet growing business needs
- Sourced new product lines for the business to carry from new suppliers as the business expanded

Assistant Store Manager

Shoppers Drug Mart

2017-2019

- Coordinated directly with the Store Manager and Associate Owner to ensure successful daily operation of the business
- Responsible for productivity of the team. Delegated appropriate tasks to be completed based on current needs of the business
- Interacted directly with customers on the sales floor from directing customers to appropriate departments to resolving customer complaints
- Responsible for receiving and managing deliveries of weekly stock from a variety of vendors

Full Time Customer Service Representative TD Canada Trust
2015 – 2017

- Performed transactions for clients while providing them with an exceptional customer experience
- Promoted TDCT products while providing clients with financial advice and referring them to appropriate team members as required
- Assisted with the day-to-day operations of the branch including opening and closing procedures and training new employees
- Familiar with banking policies and compliance procedures
- Successfully performed duties during surprise audit visits in the branch

Connected Solutions Specialist Best Buy Canada
2013 – 2015

- Interacted directly with customers on the sales floor
- Provided customers with product information
- Handled customer returns and complaints

E-Resources Assistant Bradford West Gwillimbury Public Library
2011 – 2013

- Held beginner computer tutorials (taught MS Office as well as other software)
- Designed company website www.bradford.library.on.ca (Html, WordPress)
- Performed maintenance on staff computers
- Updated social media accounts such as Facebook and YouTube
- Completed marketing objectives such as creating newspaper advertisements, brochures and flyers about library programming

Education

- University of Guelph-Humber (Business Administration)
2011 – 2015
- Graduated from Holy Trinity High School with Honors
2007 – 2011