

# JEREMY GERVAIS

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*Tech professional with 5+ years of customer relations*

## SKILLS

Customer Relations  
POS and Cash Handling  
Retail Operations  
Merchandising  
Technical Writing  
Research and Analysis  
Data Entry  
E-Mail  
MS Office (Word/Excel/PP)

## TECHNICAL SKILLS

HTML/CSS  
JavaScript  
JSON/AJAX/GraphQL  
WordPress/WooCommerce  
Contentful  
Adobe Creative Suite  
Sony Vegas

## Frameworks/Libraries:

jQuery, Bootstrap, React,  
React-Router, Gatsby, Vue,  
Nuxt

## Tools:

Version control (Git &  
Github/bitbucket), SSH,  
FTP, Trello, NPM, Gulp,  
SASS, Browsersync, Git  
Bash

## LANGUAGES

English (Fluent)  
French (Intermediate)

## EDUCATION

B.A. of Psychology  
York University  
Completed 2017

## EXPERIENCE

### SALES REPRESENTATIVE

*Uptown Communications (Authorized Rogers Dealer)*

11.2018 – 07.2020; Toronto, ON

- Keyholder; responsible for opening and closing duties.
- Explore customers' pain points and collaborate with them in order to find a solution based on the services we provide.
- Build and maintain relationships with clients in a way that promotes the brand and increases customer satisfaction (based on an NPS score of 90 over the past year).
- Record and analyze sales numbers in order to develop strategies to hit daily, weekly, and monthly targets.
- Maximize sales opportunities by informing regular traffic of current limited time promotions and through employing personal callback lists for unclosed sales.
- Stay up to date on the latest products, trends, and promotions in order to quickly close sales and instill confidence in the customers' overall decision.
- Assess risk in order to deter fraudulent activities and safeguard account holders' information.

### CATERING STAFF

*Cashew & Clive*

02.2018 – 02.2019; Toronto, ON

- Worked multiple positions (BoH & FoH) such as cashier, server, food handler, prep, dishwasher, and runner as needed.
- Prepared and served food that adhered to strict presentation guidelines.
- Followed and promoted the rules of FIFO and HACCP.
- Trained new staff on cash and food stands.
- Answered questions about food options and provided recommendations as requested.
- Performed inventory management, organization, and clean up.

### RESEARCH ASSISTANT

*joeLAB*

07.2016 – 07.2017; Toronto, ON

- Performed basic administration duties such as record keeping, data entry, filing, and sending internal and external emails.
- Responsible for onsite testing and video recording of subjects.
- Administered and rated psychological tests such as the MMSE, MDS-UPDRS, and PANAS-S, as well as conducted EEG recordings.
- Edited, analyzed, and critiqued journal articles prepublication.