

Pierce Nathan Morales

744 SHANAHAN BOULEVARD, NEWMARKET, ONT L3X1W6

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SUMMARY

My goal is to deliver great service to other people and leave them with an amazing first impression! Also a skilled individual with experience in law related subjects. Excels in office-like environments and can quickly adapt to difficult situations. Looking for further experience in my future career

SKILLS

- Tech savvy (knowledge of advanced computer system + Excel/Office)
- Excels in fast paced environments
- Quick learner
- 5+ years of high standard customer service

EXPERIENCE

Starbucks, Aurora — *Shift Supervisor*

FEB 2016 - PRESENT

- Ensuring cash handling procedures were upheld
- Responsible for counting store funds
- Providing high customer connections
- Acting well upon stressful situations

Pickle Barrel, Newmarket — *Server*

JAN 2019 - MAR 2019

- Ensuring customer satisfaction by being friendly
- Interpersonal and team oriented
- Building relationships with customers
- Thorough knowledge of menu items

Tim Hortons, Richmond Hill — *Team Member*

JUNE 2014 - FEB 2016

- Handled customer transactions in a fast manner
- Basic customer service experience

EDUCATION

Sacred Heart Catholic High School, Newmarket — *Diploma*

SEPT 2012 - JUN 2016

Seneca College, King City — *Police Foundations — Diploma*

SEPT 2016 - APR 2018

HackerYou — *Web Development*

NOV 2018 - PRESENT

VOLUNTEERING

Venom Volleyball — *Coaches students basics of volleyball*

AUG 2015 - SEPT 2015

YNBA — *Coaching of children and refereeing of games throughout summer/fall*

AUG 2015 - SEPT 2015

Starbucks Tree Planting — *Volunteered with Starbucks to plant over 100 trees with others in a single day*

MAY 2016

Neighbourhood Center — *Helping struggling families to be sheltered and fed*

FEB 2017 - MAR 2017

CERTIFICATION

NFSTP Food Safety Certificate

Smart Serve

CPR/AED