

Riley Gestwa

Victoria, BC
rgestwa@gmail.com - 2508842928

WORK EXPERIENCE

Delivery Driver

My Chosen Pizza - Victoria, BC -

February 2018 to Present

While mainly the position demands driving safely and working with customers to provide satisfying service, the position has other aspects that apply to any job including fostering a sense of teamwork, general cleaning the shop, working with customers on the counter and organizing orders.

Store Front

Royal Bay Bakery - Victoria, BC -

August 2014 to Present

Worked as a front end sales person for an organic, locally owned bakery. Position required and helped develop skills in customer service, sales, POS systems and product knowledge.

Responsibilities included preservation of a clean and presentable workplace; taking phone calls for orders and inquiries as well as making outgoing calls regarding satisfaction, tours of the bakery and large orders of products incoming and outgoing; Managing complex/specific orders in person or over the phone and relaying them to appropriate members of staff, or executing them in a timely manner.

During the period of employment, I helped with the development of new products, and created/preserved systems to improve employee efficiency in the work place, additionally I was required to memorize and utilize knowledge pertaining to over 100 unique products and services.

EDUCATION

Diploma in Software Delopment

Pacific Design Academy - Victoria, BC

September 2017 to June 2019

Emergency Medical Responder

Justice Institute of B.C. - Victoria, BC

September 2016 to October 2016

High School Diploma

Belmont Secondary School - Victoria, BC

2011 to 2014

SKILLS

Customer Service, Pos System, Microsoft Office, User Experience

CERTIFICATIONS/LICENCES

Standard First Aid CPR/AED Level HCP

October 2016 to October 2019

Recieved from the Justice Institute of B.C., certification is to the standard of provincial emergency medicine regarding the use of AED devices as well as adult, infant and child CPR

ADDITIONAL INFORMATION

I have a history of customer satisfaction and strong relationship building at the bakery. Evidence of this can be found in the many repeat customers I deal with daily that prefer my service or will only deal with me. To supplement my friendly service, I use active listening techniques and calm, patient support to guarantee the contentment of even the most difficult customers.

Other applicable skills and experience include skills in verbal and written communication, professionalism, experience in high pressure environment, HCP-CPR certification, experience in first aid, receptiveness to criticism and willingness to expand on and learn new skills.

References:

Tanya Henning, Manager at MyChosen Pizza - (250) 896-4741

Cathy Awalt, General painting work - (250) 474-7171

Brad Kiss (letter attached), Owner of Royal Bay Bakery - (250) 886-8850