Janet B. Loyola

Moral compass works wonders!
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About Me:

I am energetic with strong time management skills, thriving
in a fast-paced, dynamic environment.
I provide exceptional customer service through active
listening and problem-solving.
I succeed in all areas of customer service standards.
I am marketing savvy.
I am proficient in multitasking.
I possess an exceptional workflow management skill.
I am committed to maintaining integrity.
I am a team-leader.
I am able to resolve conflicts and find solutions to problems.
I am willing to take on great challenges.
I am reliable.
I am a fast learner.
I can work independently.
I take pride in my work.
I value harmony, considerations, humility, empathy, respect, and good rapport in all areas.

Willing to relocate: Anywhere

Work Experience

Cashier/Customer Service/Kitchen
Splash Poke-Edmonton, AB
October 2023 to September 2024

Able to manage a high volume of orders alone.
Both new and unique challenges are surmounted.
Great customer service. Goals are consistently met.
Efficient in prep work.
Self-awareness.

Shift Supervisor
A&W Restaurants-Toronto, ON
July 2022 to September 2023

Effectively managed a fast-paced environment, and taking high order volume.
Accurately resolved customer service issues.
Ensured customer satisfaction goals were consistently met.

Cashier/Customer Service
Hughes Petroleum-Edmonton, AB
January 2022 to July 2022

Mastery of customer service management systems.
Delivering an effective customer service skill even in the busiest hours.
Acting professionally and patiently when addressing negative customer feedback.
Exceeding customer service standards.
Maintaining customer service satisfactions.

Customer Service Supervisor
INS Market-Toronto, ON
November 2017 to July 2020

Establishing rapport with regular and casual customers
Exceeding customer service standards
Ensuring customers' needs are met
Having a strong professional work ethic in the midst of great challenges
Responding to queries with genuine enthusiasm and accuracy

Resident Manager
Econolodge-Edmonton, AB
March 2016 to July 2017

Mastery of customer service management systems.
Exceeding customer service standards.
Maintaining customer service satisfactions.
Delivering an effective customer service skill even in the busiest hours.
Acting professionally and patiently when addressing negative customer feedback.

Night Auditor
Radisson Hotel and Convention Centre-Edmonton, AB
September 2014 to June 2015

Comprehensively exercised the principles in auditing and balancing
Delivered excellent customer service
Competently resolved any problems/issues
Exercised the principles in auditing and balancing.
Performed check-in and check-out procedures.
Processed payments and posted charges.
Excellent knowledge in Opera.

Attendant/Cashier
Esso Gas Station-Edmonton, AB
May 2013 to September 2014

Mastery of customer service management systems.
Delivering an effective customer service skill even in the busiest hours.
Acting professionally and patiently when addressing negative customer feedback.
Exceeding customer service standards.
Maintaining customer service satisfactions.

Supervisor/Cashier
A&W Restaurants-Sherwood Park, AB
August 2008 to June 2012

Effectively managed a fast-paced environment, and taking high order volume.
Accurately resolved customer service issues.
Ensured customer satisfaction goals were consistently met.

Skills

- RECEPTIONIST (3 years)
- RETAIL SALES (6 years)
- Management (2 years)
- Auditing (1 year)
- Crew Member (4 years)
- Food Service (5 years)
- Customer Service (10+ years)
- Cash Handling (10+ years)
- Creative Writing (10+ years)
- Supervising Experience
- Technical Support
- Mentoring
- Leadership
- Team Management
- Interviewing
- Employee Evaluation
- Employee Orientation
- Store Management Experience
- Communication skills
- Computer skills
- Shift Management
- Merchandising
- POS
- Help Desk
- Time Management
- Administrative Experience
- Microsoft Excel