

Gary Villeneuve

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Work Experience

Campaign Support Agent

Campaign Support - Edmonton, AB

May 2021 to Present

- Perform market/campaign research through cold calling and warm calling campaign lists
- Filter incoming data and appropriately disposition telephone numbers and contact names accordingly
- Complete surveys with contacts via ascertaining contacts mood and maintaining call control so we can move through the survey to completion

Laborer/Operator

BROWNS INDUSTRIAL SERVICES - Fort Saskatchewan, AB

March 2018 to March 2020

- General Labour pulling and stapling cloth; shooting grade and measuring ditches among various tasks
- Operate articulated Rock Trucks and rollers.
- Safety oriented by paying attention to surroundings and always concentrating on the task at hand,
- Detail oriented making sure that the task is done correctly the first time.

Warehouse Associate

B&R Eckel's Transportation - Edmonton, AB

March 2017 to March 2018

- Load and unload various products from trailers including dangerous goods and sort the freight into stalls for various destinations
- Maintain records of shipments and dangerous goods paperwork including placards
- Load trailers with freight and dangerous goods utilizing proper securement and safety procedures
- Work in a team environment coaching and guiding new hires as well as helping others accomplish tasks and communicate with various staff and drivers from other companies who share dock space
- Attend and contribute to safety and operations meetings

Caterer

Acapella Catering - Edmonton, AB

2015 to 2018

- Organize, verify and be accountable for having all required utensils and equipment on site for events
- Drive cube van with fragile catering goods within urban and rural areas in timely manner
- Set up catered events, clean up after event and aid customer with special requests

Order Coordinator/Verification Clerk

Rosenau Transportation Ltd - Edmonton, AB

2013 to 2015

- Take customer freight orders and coordinate with dispatchers and drivers via phone and email

- Verify bill of lading shipment information from drivers and process for billing
- Maintain call control and flow with upset customers by listening to their concerns, letting them know I understand their problem, then addressing their concerns with respect and due diligence

Education

Secondary School

Secondary School

Skills

- Heavy Equipment Operation
- Construction
- People Person (10+ years)
- Data Entry
- Investigative skills
- Technical Support
- Troubleshooting
- Cold Calling
- Desktop Support
- Help Desk
- Microsoft Windows

Languages

- French - Beginner
- English - Advanced

Certifications and Licenses

Class 5 Drivers License

Present

Groups

Treasurer & Vice President of the Edmonton Homebrewer's Guild

2019 to Present

Manage the memberships and finances for the guild.
Changed banking institution to provide better services for the guild.
Filed Taxes dating decades to make the transition.
Participate in events as a member and executive