

Wesley Lugolobi

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With a dynamic 7+ years in customer-focused roles, I have mastered the art of creating memorable experiences, from overseeing Winterfest events at Canada's Wonderland to ensuring the safety and enjoyment of amusement park guests as a Ride Operator. My expertise extends to providing exceptional customer service as a Front End Associate, showcasing excellent problem-solving, multi-tasking, and communication skills. I am always eager to bring my outstanding customer service, time management, and organizational talents to new challenges, I am poised to contribute positively to any team.

PROFESSIONAL EXPERIENCE

RUNNING & READING CLUB,

Assistant Coach

**Dr. Rita Cox - Kina
Minagok Public School**

2016-2018

- Instructed to communicate, cooperate, and mentor kids from Grades 4 to 6.
- Helping train program members physically and mentally with expanding their reading, writing, skills with activities such as brainstorming in groups and with activities involving thinking boards.
- Instructed to help provide the snack program to ensure all members are well fed, healthy, and ready to learn and run in regards to preparing them for their five-kilometer track meet at the University at Guelph and York University.

BILTONG TORONTO,

Webmaster / Lead Website Administrator & Designer

Toronto, ON

Jan. 2018-2019

- Enhance the user experience by implementing personalized product recommendations based on customer preferences and browsing history to increase customer engagement and drive sales on the Biltong Toronto website.
- Implement SEO strategies to improve website visibility and drive organic traffic to increase online sales for Biltong Toronto.

METRO,

Front End Associate

Toronto, ON

June 2020 - Aug 2021

- Managed front-end operations, ensuring smooth functioning and superior customer service.
- Proficiently handled cash transactions, contributing to the store's financial accuracy.
- Assisted in inventory management, stocking shelves, and optimizing store layout.
- Resolved customer complaints effectively, fostering a positive shopping experience.
- Leveraged communication skills to guide customers and address their concerns.

EXPERIENCE CONTINUED ON NEXT PAGE

CANADA'S WONDERLAND,
Winterfest Skating Associate, **Snowflake Lake** (Operations Department)

Toronto, ON
October 2022 - Jan, 2023

- Be responsible for the safe and efficient operation of the skating rink while providing exceptional guest service
- Skate amongst guests and enforce safety procedures in a hospitable manner
- Assist guests with skate rentals/fitting
- Monitor the rink capacity at all times
- Conduct opening and closing procedures
- Communicate via radio communications with the crew on any tasks or emergencies taking place
- Ensure the rink is free of debris at all times and monitor the rink for hazards
- Assist with other duties as required as instructed by Supervision Team

CANADA'S WONDERLAND,
Ride Operator, **Tundra Twister Crew** (Operations Department)

Toronto, ON
February 2023 - Sept. 2023

- Loading and unloading guests in a safe and hospitable manner
- Ensuring the safety of all guests and associates in a diligent manner
- Maintaining park and ride location cleanliness
- Adhere to and enforce ride-specific safety requirements and restrictions
- Conduct preventative maintenance inspections for rides before opening
- Be aware of conditions that could result in unsafe operation of the attraction (e.g. weather)
- Safely respond to emergencies in a professional manner
- Responsible for calculating hourly capacity for the ride and exceeding ridership targets
- Follow and enforce Canada's Wonderland ride operations standards
- Abide by Cedar Fair's cornerstones of Safety, Service, Courtesy, Cleanliness and Integrity

CANADA'S WONDERLAND,
Food & Beverage Associate, **Mess Haul, Alphorn Funnel Cakes, Carousel Kitchen**
(Food & Beverage - Resale Department)

Toronto, ON
February 2024 - Jan. 2025

- Provide exceptional guest service while surrounded by roller coasters.
- Greet and ask guests about their favorite rides as they walk up to your location.
- Take guests' orders, offering suggestions and upsells about the most delicious menu items.
- Feed hungry guests promptly and satisfy growling stomachs with fresh, made-to-order foods.
- Operate Point of Sale (POS) cash registers, receiving money and returning proper change.
- Prepare everything from double bacon cheeseburgers to ice-cold soft drinks to delectable funnel cake sundaes and more.
- Fill condiment dispensers, wipe down tables, wash dishes, and keep all areas clean and safe for guests.
- Provide guest service according to Cedar Fair standards when serving the guests or working with subordinates.

EDUCATION

QUEEN VICTORIA PUBLIC SCHOOL,

School Diploma,

September 2010 - June 2018.

ST MARY CATHOLIC ACADEMY,

High School Diploma (OSSD),

September 2018 - June 2022.

YORK UNIVERSITY,

Currently Studying, Information technology,

September 2022 - May 2027 (Planned)

ADDITIONAL SKILLS

- Communication
- Outstanding Customer Service
- Multi-Tasking under pressure
- Time Management
- Organization & prioritizing skill sets
- Problem-solving skills
- Proficient in MS Office (Word, Excel, PowerPoint)
- Proficient with Google Apps (Google Drive, Docs, Sheets)
- Currently, withhold First Aid and CPR Certification granted by the City of Toronto