

WYNE YBANEZ

INFO

ADDRESS

Cork, Ireland

PHONE

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DATE OF BIRTH

26/12/1998

SKILLS

Time Management

Customer Service

Critical Analysis

Attention to Detail

Microsoft Office Word

HTML/CSS/JavaScript (Novice)

Bootstrap 4 (Novice)

PROFILE

A motivated person with experience in retail and hospitality. I am eagerly teaching myself new skills. I have a keen interest in practical skills, building relationships and helping others.

EMPLOYMENT HISTORY

Bartender/Supervisor , West Side Leisure Ltd

Cork

Oct 2018 — Feb 2020

- Showing great work ethic and time management through working in both a part-time (nearly full-time) job and studies.
- Reliability shown through development, I was taught new skills such as cooking, stewarding and training.
- Numeracy conveyed through cash handling and stewarding.
- Exceptional customer service as I was entrusted with solving customer issues.
- Communication skills honed as I was entrusted with a radio device to share information between staff and management.
- Positive and professional persona by establishing rapport with both customers and staff.
- Team management skills displayed through task distribution and training new staff.
- Efficiency through working, communicating, serving and cleaning on the go.

Remote Customer Service Associate, Amazon

Cork

Apr 2020 — Present

- Ability to remain calm despite customer frustration and pressure.
- Attention to detail & Time management - resolving customer issues in an effective and timely manner.
- Resilience - enduring initial negative customer criticism and later improving performance.
- Communication - resolving customer issues by email, phone and chat through a practice of empathy and diplomacy.
- Data driven advancement - reviewing performance and creating personal goals based on performance data.
- Problem solving - developed by swiftly resolving complex issues with simple solutions.
- Adaptability - able to memorize policies and methods best to resolve a customer's issue.

EDUCATION

Bachelor of Arts: English & Computer Science, University College Cork

Cork

Sep 2017 — May 2020

- Critical Analysis practiced through reading and formulating an unbiased perspective
- Communication skills honed through essay style analysis and presentations
- Ability to absorb pages of text and seek out essential points to form conclusions
- Debating the relevance of my arguments
- Creativity: Displayed through creating websites using HTML/CSS/CMS(Drupal)/PHP
- Adaptability shown through my ability to learn technological methods and achieving good results

EXTRA-CURRICULAR ACTIVITIES

Code Institute - Diploma in Software Development

Sep 2020 — Present

- Full-Stack Web Development learner.
- Currently learning: HTML, CSS, Bootstrap, JavaScript, Python, MongoDB, Django.
- Creating a Web Development Portfolio of projects.

INTEREST AND ACHIEVEMENTS

- 1:1 grade in Computer Science Digital Content Management
- 2:1 average grade in final year of college
- 2:1 grade in both semester's critical skills seminar presentation for final year
- 2:1 in CMS Drupal assignment in Digital Content Management
- Presented a speech to UCC Masters of Education Students in their 2nd year about Diversity in 2017
- One of the highest averages in Customer Service performance in my team at Amazon.
- Member and Speaker of Diversity Committee 2016/2017
- Promoted from Floor Staff to Bartender then Supervisor in one year of employment

Interests:

- Board and Video games, Content creation, Martial arts, Customer service, Fitness & Health, Practical skills, Coding languages, Web development, Sales practices

(References available upon request)