

(preferred name: Zack) Zeki Parilti

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Professional Summary

Effective customer service & documentation experience of resolving inquiries, detailed oriented, self-motivated, adaptable team player; enthusiastic about art, information communications & entertainment technology; automation in admin offices and staff sites with strong analytical skills with strong communication skills, both written and oral, eliminate distractions by resetting priorities handling pressure with patience and empathy, understand & execute health and sanitation standards ready to assume assistant managerial roles as needed.

Area of Excellence

Customer service both outbound and inbound sales, stocking and documentation, maintenance of work area; keep office space, labs, store floor & storage rooms, etc neat. MS Office and Outlook; spreadsheet, word processing and data entry in various databases using various formats, e.g. CSV, text, multimedia, zip file, etc to SharePoint, Google docs, using Customer Relations Management software and Salesforce for sales calls and basic technical support with assistant administrative privileges and duties.

Skills

Process streamlining; designed L1 technical support workflow; ordering, receiving and deploying equipments as needed, assisting to accounting for financial transactions, summarize and keep good records of them in a classified manner ready to analyze; edited customer service emails and phone scripts to communicate better with customers

EXPERIENCE

RKJL FOODS McDonald's Crew Member

October 2022 - June 2024

Worked in Cash Register, Customer Service, Attending Dining room, Understood the customer's situation and recognized their needs effectively, Built rapport quickly, overcame objections, met and exceeded different KPI targets, Implemented marketing strategy and tracked results to reach daily/weekly targets, Followed up with effective notes taking techniques and exceeded job expectations, Proactively sought ways to replenish client service, sales operations and provided feedback of the opportunities for business improvements

Outbound Sales Rep., Shaw Communications, Hamilton November 2021, July 2022

Dealt with customer purchase orders tracking, invoicing, documentation
Made and received calls on new internet, cable TV and home phone supply and delivery
Used Salesforce Service Cloud's (eCRM) Omni-Channel customer service solution as an agents in real time and made/received calls to keep up to date on packages for Internet, Home phone, Programming and TV services
Understood the customer's situation and recognized their needs effectively

Built rapport quickly, overcame objections, met and exceeded different KPI targets
Implemented marketing strategy and tracked results to reach daily/weekly targets
Followed up with effective notes taking techniques and exceeded job expectations

Assistant to Accounts & Administration, CTFC, Toronto July 2019 - October 2021

Provided technical support, order and receive new hardware & software
Analyzed tech requirements for organization IT infrastructure
Implemented marketing strategy and tracking results for new student registration,
Assisted to administrator and accounting offices with MS Excel, QuickBooks and GSuit
Proactively sought ways to replenish Canadian-Turkish Friendship Community outreach services, event operations and provided feedback of the opportunities for business improvements

Technical Support Associate, Bai Mai Phli Company , Bangkok, Thailand, 2010

Computer Lab Supervisor, L1 Information Technology support, test and evaluate new hardware & software, analyze tech requirements and advised students on projects in STEM lab coordinator of the organization
Proactively sought ways to replenish client service, sales operations and provided feedback of the opportunities for business improvements

EDUCATION & CERTIFICATION

Strategic customer relationship management (CRM) University of Toronto Ongoing 2024
Business Workplace Effective Communication - Toronto Metropolitan University 2019
Information and Communication Technologies (ICTs) - Beihang University 2007