

PROFILE

- Committed, engaging individual with well developed interpersonal skills
- Meticulous, organized and excellent time management skills
- Visionary, self-directed, self-motivated and self-determined
- Excellent communication and interpersonal skills
- Mechanically inclined with advanced dexterity
- Confident in both independent and team responsibilities
- Quick and eager to learn new skills and concepts
- Well organized and able to multi-task with strong attention to detail
- Able to work well in a team setting with minimal supervision
- Excels working under pressure, while meeting deadlines
- Strong problem solving skills; with an ability to think on my feet
- Hard worker, self-motivated, responsible, reliable and punctual
- Computer literate; Microsoft Word, Internet and e-mail with keyboarding skills
- Works very well independently and also in a team environment
- Dependable, reliable and flexible to work weekends and overtime
- Works well in a fast-paced environment while paying attention to detail
- Comfortable working with the public, answering questions and providing information
- Advanced active listening skills with an excellent memory
- Excellent communication and interpersonal skills
- Self-motivated and enthusiastic individual with a strong work ethic
- Possess a firm understanding of customer service and customer satisfaction
- Well organized and goal focused with strong attention to detail
- Responsible, Reliable, Punctual and Bondable
- Strong conflict de-escalation and mediation skills
- Patient and able to deal with irate customers in a calm and professional manner
- Driver's License and access to a reliable vehicle
- Ensured a sanitized safe and clean working environment

SOFT SKILLS

- Achievement/Effort — Experience establishing and maintaining personally challenging achievement goals and exerting effort toward mastering tasks.
- Adaptability/Flexibility — Experience being open to change (positive or negative) and to considerable variety in the workplace.
- Analytical Thinking — Able to analyze information and using logic to address work-related issues and problems.
- Attention to Detail — Able to be careful about detail and thorough in completing work tasks.
- Concern for Others — Ability to be sensitive to others' needs and feelings and being understanding and helpful on the job.
- Cooperation — Able to maintain a pleasant demeanour with others on the job and displaying a good-natured, cooperative attitude.
- Dependability — Reliable, responsible, and dependable, and fulfilling obligations.
- Independence — Able to develop own ways of doing things, guiding oneself with little or no supervision, and depending on oneself to get things done.
- Initiative — Willingness to take on responsibilities and challenges.
- Innovation — Creativity and alternative thinking to develop new ideas for and answers to work-related problems.
- Integrity — Honest and ethical.
- Leadership — Willingness to lead, take charge, and offer opinions and direction.
- Persistence — Persistence in the face of obstacles.
- Self Control — Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.

- Social Orientation — Job requires preferring to work with others rather than alone, and being personally connected with others on the job.
- Stress Tolerance — Job requires accepting criticism and dealing calmly and effectively with high stress situations.

BASIC SKILLS

- Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.
- Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Learning Strategies — Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- Mathematics — Using mathematics to solve problems.
- Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Reading Comprehension — Understanding written sentences and paragraphs in work related documents.
- Science — Using scientific rules and methods to solve problems.
- Speaking — Talking to others to convey information effectively.
- Writing — Communicating effectively in writing as appropriate for the needs of the audience.

SOCIAL SKILLS

- Coordination — Adjusting actions in relation to others' actions.
- Instructing — Teaching others how to do something.
- Negotiation — Bringing others together and trying to reconcile differences.
- Persuasion — Persuading others to change their minds or behavior.
- Service Orientation — Actively looking for ways to help people.
- Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.
- Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

COGNITIVE SKILLS:

- Flexibility — Ability to generate or use different sets of rules for combining or grouping things in different ways.
- Deductive Reasoning — Ability to apply general rules to specific problems to produce answers that make sense.
- Flexibility of Closure — The ability to identify or detect a known pattern (a figure, object, word, or sound) that is hidden in other distracting material.
- Fluency of Ideas — The ability to come up with a number of ideas about a topic (the number of ideas is important, not their quality, correctness, or creativity).
- Inductive Reasoning — The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- Mathematical Reasoning — The ability to choose the right mathematical methods or formulas to solve a problem.
- Memorization — The ability to remember information such as words, numbers, pictures, and procedures.
- Number Facility — The ability to add, subtract, multiply, or divide quickly and correctly.

- Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.
- Oral Expression — The ability to communicate information and ideas in speaking so others will understand.
- Originality — The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.
- Perceptual Speed — The ability to quickly and accurately compare similarities and differences among sets of letters, numbers, objects, pictures, or patterns. The things to be compared may be presented at the same time or one after the other. This ability also includes comparing a presented object with a remembered object.
- Problem Sensitivity — The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Selective Attention — The ability to concentrate on a task over a period of time without being distracted.
- Spatial Orientation — The ability to know your location in relation to the environment or to know where other objects are in relation to you.
- Speed of Closure — The ability to quickly make sense of, combine, and organize information into meaningful patterns.
- Time Sharing — The ability to shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources).
- Visualization — The ability to imagine how something will look after it is moved around or when its parts are moved or rearranged.
- Written Comprehension — The ability to read and understand information and ideas presented in writing.
- Written Expression — The ability to communicate information and ideas in writing so others will understand.

SOCIAL WORK SKILLS

- Active listening skills during counselling and one on one conversations
- Possess a thorough understanding of Canada's diverse multicultural communities
- Articulate, well-read and versed in community development principles
- Seasoned advocate: education, housing, childcare, peer support and labour market issues
- Knowledge of community organizations, services and resources to assist clients
- Experienced working in collaborative networks with multiple stakeholders
- Develop and maintain professional relationships which adhere to professional, legal, and ethical standards aligned to social service work.
- Identify strengths, resources, and challenges of individuals, families, groups, and communities to assist them in achieving their goals.
- Recognize diverse needs and experiences of individuals, groups, families, and communities to promote accessible and responsive programs and services.
- Identify current social policy, relevant legislation, and political, social, and/or economic systems and their impacts on service delivery.
- Advocate for appropriate access to resources to assist individuals, families, groups, and communities.
- Develop and maintain positive working relationships with colleagues, supervisors, and community partners.
- Develop strategies and plans that lead to the promotion of self-care, improved job performance, and enhanced work relationships.
- Integrate social group work and group facilitation skills across a wide range of environments, supporting growth and development of individuals, families, and communities.
- Work in communities to advocate for change strategies that promote social and economic justice and challenge patterns of oppression and discrimination.
- Proficient in administrative and clerical capacities incl. Microsoft Office, 60 wpm

- Committed to anti-oppressive principles with a strengths based approach
- Thorough understanding of diverse issues including: Substance Abuse, Domestic Violence, Settlement Issues, Mental Health, Homelessness, Community Violence, Sexual Abuse, Postpartum Depression
- Committed to restorative justice and alternative resolutions
- Experienced with the Caribbean community, East and West Indian, understanding and knowledge of various dialects and social dynamics
- Public speaking at forums and conferences with confident presentation skills
- Special event planning including: fundraising, grant proposals, outreach, evaluations and ensuring deliverables and outcomes are met, budgeting and reporting
- Confident in representing organizations including: media relations, forums, conferences
- Conduct a variety of outreach strategies in communities, schools and conference events
- Ability to liaise with service providers and organizations
- Program planning, development, implementation, monitoring and evaluation
- Lesson planning and activity development experience
- Case management including: demographic collecting, statistics, evaluations and reporting
- Develop and maintain relationships with children, youth and their families applying principles of relational practice and respecting their unique life space, cultural and human diversity.
- Assess and respond to the strengths and needs of children and youth, including complex responses impacted by developmental, environmental, physical, emotional, social and mental health challenges in order to promote positive change.
- Analyze and evaluate the impact of the inter-relationship among family, social service, justice and community systems on children, youth and their families and use this information in the planning of holistic care and in the reduction of systemic barriers.
- Plan, implement and evaluate interventions using evidence-informed practices in the areas of therapeutic milieu and programming, and group work to promote resiliency and to enhance development in children, youth and their families.
- Advocate for the rights of children, youth and their families and maintain an anti-oppression perspective and cultural competence in diverse cultural contexts.
- Apply communication, teamwork and organizational skills within the interprofessional team and with community partners to enhance the quality of service in child and youth care practice.
- Develop and implement self-care strategies using self-inquiry and reflection processes to promote self-awareness and to enhance practice as a child and youth care practitioner.
- Use evidence-based research, professional development resources and supervision models to support professional growth and lifelong learning.
-
- Write short and long term program and staffing grant and funding proposals
- Advocated and navigated for clients with governmental and community agencies to secure housing, financial support, employment, and legal information
- Work with youth with disabilities including autism, FASD, down syndrome, ODD, ADHD and others
- Develop and implement Individual Education Plans (IEP's)
- Safely integrated children and youth into day camp group programming
- Able to follow safety protocol and document incident reports as necessary
- Attending appointments with clients – police, medical, social and/or legal

Supervisory and Volunteer Coordination

- Hire, orient and supervise volunteers: including interview question development, performance appraisals, team development and training needs assessments, volunteer appreciation
- Develops policies and procedures for crisis situations, staff support, and day to day operations
- Volunteer coordination, tracking hours, attendance sheets and statistics, ensuring protocol is maintained
- Supervise, mentor and evaluate post-secondary placement students providing guidance and training
- Supervised programs and kept positive relations between funders and participants

ADMINISTRATIVE EXPERIENCE

- Performed general clean up of the kitchen/snack area; washing dishes, sanitizing counter
- Answered incoming telephone calls re-routed calls to voicemails or took detailed messages
- Conducted data entry; input customers information onto an excel spreadsheet
- Completed office duties; Filing, photocopying, faxing, emails, inter-office mail distribution
- Engaged in inventory counts and duties including scanning barcodes and manual counts
- Operated a multi-line phone console system; handled a large volume of incoming calls
- Answered incoming phone inquiries; took detailed messages along with provided general information regarding our company, services, fees and location
- Handled conflict resolution over the phone with both upset customers and drivers
- Track record in customer service, record keeping, and general office management. Proficient in providing support to executives, taking minutes, handling appointments and messages, and writing correspondence.
- Strong background in MS Word, Excel, PowerPoint and Outlook. An expert communicator who is known for multitasking and completion of assigned tasks within the deadline.
- Proactive and highly skilled Administrative Assistant with three years' hands-on experience working in diverse office environments. A team player who works collaboratively, and effectively communicates with all levels of staff. Documented success in using MS Word, Excel, PowerPoint and QuickBooks.
- Top-performing Administrative Assistant with a strong background in performing clerical and secretarial tasks using exceptional communication and customer service acumen.
- A proven academic and professional achiever who possesses unique computer skills required to assist the executives and organization to achieve its mission.
- Experienced and results-oriented Administrative Assistant with proven abilities in developing positive relationships with clients and coworkers.
- Interested in a similar opportunity with a company where exceptional secretarial, computer and customer service skills will be fully utilized.
- Highly-motivated, and energetic Administrative Assistant who strives to accomplish all tasks within a limited time.

GENERAL LABOUR

- Unloaded received merchandise from skids onto shelves
- Physically fit and able to work with heights
- Organized all products on the shelves in a visually appealing manner
- Worked with a crew on to meet deadlines before the store opening
- Performed clean up duties, broke down boxes and removed debris
- Cut, bagged and labeled products in preparation for shipping
- Placed boxes on skids and wrapped them in industrial plastic wrap
- Experience with order picking and organizing skids
- Equipment Maintenance — Performing routine maintenance on equipment and determining when and what kind of maintenance is needed.
- Equipment Selection — Determining the kind of tools and equipment needed to do a job.
- Installation — Installing equipment, machines, wiring, or programs to meet specifications.
- Operation and Control — Controlling operations of equipment or systems.
- Operation Monitoring — Watching gauges, dials, or other indicators to make sure a machine is working properly.
- Operations Analysis — Analyzing needs and product requirements to create a design
- Programming — Writing computer programs for various purposes.
- Quality Control Analysis — Conducting tests and inspections of products, services, or processes to evaluate quality or performance.
- Repairing — Repairing machines or systems using the needed tools.

- Technology Design — Generating or adapting equipment and technology to serve user needs.
- Troubleshooting — Determining causes of operating errors and deciding what to do about it.

TRADES EXPERIENCE

- Unloaded materials from trucks and performed detailed clean up of property
- Experience with welding appliances and outdoor equipment
- Experience painting and sanding indoor and outdoor residences
- General landscaping experience including cutting and maintaining lawns

ORGANIZATIONAL CHANGE

- Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Systems Analysis — Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- Systems Evaluation — Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.

CUSTOMER SERVICE SKILLS

- Answers phones in a pleasant and professional manner
- Provides knowledgeable and courteous customer service to all clients
- Excellent interpersonal and communication skills
- Strong conflict resolution and de-escalation skills
- Able to direct customers in a friendly manner to appropriate sections
- In-depth knowledge of the retail and hospitality sector
- Experience working in multicultural and diverse settings
- Able to process Cash transactions in a quick and efficient manner
- Experience balancing tills and performing opening and closing duties
- Greeted customers as they entered the store; making them feel comfortable and welcomed
- Assisted customers with locating items throughout the store and meeting their shopping needs
- Answered inquires, concerns and complaints with ease and professionalism
- Performed cash, debit and credit card transactions with accuracy
- Inventory management; organized stock in the back room according to size
- Constructed merchandise displays according to floor plans sent from head office
- Performed merchandise pricings and markdowns and replenished stock
- Achieved and exceeded both daily and weekly quotas set out by my supervisor
- Took customer orders and ensured they received requested items
- Self-motivated and resourceful customer service representative with proven competency in:
 - resolving a wide range of product and service issues speedily and satisfactorily
 - exceeding customer's post-sales needs with energetic follow-up
 - maintaining composure while handling challenging customer demands
 - learning new processes from beginning to end
- Focused customer service agent looking for a new challenge in a results-driven environment.
- solid experience in defining and analyzing customer requests to resolve issues accurately and quickly with high first contact resolution rates.
- strong computer skills in a Windows-based environment and proven ability to learn unique software.
- confident and effective communicator who receives excellent customer feedback.

- Personalize these to build your own customer service resume objective statement that clearly addresses the needs of the position you are applying for.
- Strong multitasking skills and fast learning ability ensure quick contribution to your customer service team.
- Able to effectively communicate with customers using a multitude of channels to provide world class service with every interaction.
- Recognized for proactively maintaining an in-depth knowledge of all products and promotions.
- Able to work successfully as a team member and as an individual contributor.
- Exceptional communication skills with the ability to remain calm and convincing in negative situations.
- Solid track record of analyzing product failure for problem identification and prioritization of necessary corrective actions.
- Documented increase in customer retention by delivering a fully-integrated customer service solution.
- Able to efficiently navigate multiple systems while handling complex queries.
- Track record of providing high quality customer-focused service using in-depth knowledge of products and processes resulting in enhanced customer retention.
- Highly resourceful customer service professional willing and able to adapt effectively to a constantly changing environment.
- Experience in working collaboratively with other departments to facilitate the best user experience.
- A creative problem-solver who is energized by dealing with a variety of challenges in a fast-paced environment.
- In-depth computer knowledge and competency in a wide range of CRM software.
- Able to swiftly and accurately collect relevant data to determine solutions to customer issues.
- Over 5 years experience delivering a vast range of information and services to diverse customers.

TEAMWORK

- Works collaboratively with individuals in all environments
- Maintained strong relationships with fellow employees and employers
- Enjoys working in a team setting and assisting coworkers during busy periods
- Communicated with others to find out their needs and then help them with their selections
- Prepared orders, cleaned dishes and tidied the kitchen area with coworkers
- Commitment to compromise and collaboration during group projects
- Open to diverse ideas and differing opinions when brainstorming