**[Customer Service Sales Specialist](https://www.postjobfree.com/resume/ad1tb6/customer-service-sales-surrey-bc-canada)**

**Location:**Surrey, BC, Canada

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**Resume:**

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Profile Summary

Nominated by KPU as Surrey’s top 25 under 25. Member of the GVBOT Leaders of Tomorrow. Graduating BBA student with a major in Entrepreneurial Leadership. Cumulative GPA of 4.0. International strategy business case competitor, representing KPU. Driven, efficient team player, able to work effectively in both groups and independently. Strong communicator and critical thinker under pressure. Experienced in building customer relationships developed through over 5 years of work experience. o Transformative Leader Canva Skills

o Industrial Analysis Self Starter

o Technically minded Frontline Sales

Education

Kwantlen Polytechnic University (KPU), Surrey, BC

Bachelor of Business Administration, Major Entrepreneurial Leadership (GPA 4.1) Expected December 2023 o Canada Ticket Award recipient based on cumulative GPA, teachers’ referrals, and volunteer work. o Business Strategy (Grade of A)

o Business Statistics (Grade of A+)

o Business Analysis & Decisions (Grade of A)

Extracurricular

KPU General Consulting Business Case Team Lead Competitor 2019 – Present o Leader of select students chosen to represent KPU at competitions including CASEiT (Vancouver), twice at CoMIS (Minneapolis, United States), WCBC (Okanagan), WCCC (Edmonton) and more. o Drove a team to create viable implementations and realistic budgets, aligning actions with company values while maximizing value creation and capture for businesses of all sizes. o Created target audience messaging to influence customer journey. Contributed to market strategy and presented directly to clients.

Ishikawa, Japan Language Exchange

KPU ambassador for IJSP language exchange May 2023 – June 2023 o Studied Japanese at a prestigious institute in Ishikawa, Japan. o Lived and conversed and learned native traditions with a Japanese, non-English speaking family. o Represented KPU and introduced other foreigners to Canadian culture. Experience

Customer Service Representative TD Bank, White Rock, BC June 2022- September 2022 o Discussed and provided banking advice to satisfy clients’ needs. o Handled day-to-day transactions including loan payments and bank wires. o Routinely processed multi-million-dollar checks and transfers of funds. Amazon Sortation Center Associate, Surrey, BC September 2020- January 2021 o Lead daily stretch routines and motivated peers, pivoting to aid others’ aisles as volume increased. o Maintained a level-headed, positive character that pivoted to compensate for unforeseen errors while under pressure.

o Made suggestions for operational flow, improving productivity to flow of packages. Amnesty International Petitioning, Sydney, Australia September 2018- November 2018 o Street petition gathering signatures and donations to aid women’s rights defendants in Iran. o High-stress sales position with minimum 25 petitions signed daily. o Learned to create impactful and effective pitches, creating meaningful connections. Team Leader McDonald’s, Surrey, BC August 2017- August 2018 o Demonstrated managerial skills by training and coordinating over 50 crew members on the front- of-house operation and customer service to create a strong and independent workforce. o Ensured a safe and friendly workplace by being an understanding and approachable team leader. o Deescalated situations with guests professionally through effective communicative skills to ensure that McDonald’s reaches its strategic goals.

Volunteer Work

Fitness Instructor Young Men’s Christian Association (YMCA), Surrey, BC May 2017- August 2018 o Choreographed fitness plans and instructed 20+ classes of all age groups. o Ensured all participants were lifting and performing my fitness plans correctly without risking injuries.

o Developed a mentoring-oriented and coaching mindset through a certification process. o Worked on individual growth plans, motivating, and helping people achieve their definition of success.

o Demonstrated a positive persona to engage others and built client relationship management skills through tailoring routines to match client needs.