

JOHN SMITH

Target: Client Service Support – Municipal

Energetic and dedicated **Client Services Support Professional** with recent completion of a Bachelor of Commerce degree, specializing in Business Management. Offers **5+ years of success in community services with the Town of Richmond Hill**, demonstrating unflagging enthusiasm and a high-energy approach to service delivery. Diligent and detail-oriented, harnesses exceptional planning and leadership strengths to maintain equipment and facilities and ensure on-time preparation for various programs, activities and events. Imparts a sense of drive and motivation in team members, exhibiting resourceful problem solving tactics, and excelling in environments that call for initiative, flexibility and commitment to quality and safety. Perceptive interpersonal and communication skills with a personable, approachable demeanour and unwavering professional integrity.

CORE STRENGTHS & KNOWLEDGE AREAS

- Customer Service Excellence
- Event Scheduling & Coordination
- Problem Solving & Conflict Management
- Client Needs Analysis
- Workflow Management & Prioritization
- Written & Verbal Communication
- Team Building & Collaboration
- Mentoring, Training & Coaching

EDUCATION & PROFESSIONAL DEVELOPMENT

BACHELOR OF COMMERCE – Business Management, 2010, Ryerson University, Toronto, Ontario
Finance ♦ Accounting ♦ Management ♦ Organizational Behaviour ♦ E-Commerce ♦ E-Business

PROJECTS:

Business Management: As part of a group, analyzed sales records and processes for a major food retailer to develop fresh new marketing strategies and boost sales. **Grade: A**

Project Management: Devised a comprehensive set of questions to interview an employee of one of the “big 5” banks, creating a 10 page write-up of the sales department’s processes. **Grade: B+**

Entrepreneurial Management: In a group of 3, simulated the creation and distribution of marketing collateral to drive product sales as an international sales team, utilizing AutoCAD and other tools. **Grade: A**

QUALIFICATIONS IN ACTION

FACILITY ATTENDANT

2005 – PRESENT

Town of Richmond Hill Leisure Facilities, Kingston, Jamaica

Recruited by this community centre to coordinate with a team of facility supervisors and attendants, supporting customers and facilitating safe, accessible services and programming for all community members throughout the centre’s multiple buildings and facilities.

- Proactively manages opening procedures for the centre, arriving early to de-activate alarms, un-lock doors, set up public spaces and verify operability and cleanliness all facilities, including pools.
- Actively monitors and troubleshoots all aspects of facilities and buildings to ensure total safety for visitors, following up on reported issues in a timely manner to reduce equipment downtime and building closures.

Continued...

QUALIFICATIONS IN ACTION – CONTINUED**FACILITY ATTENDANT CONTINUED...**

- Prepares equipment and set-ups for children’s programs and party rentals, effectively orchestrating multiple projects on a day-to-day basis to meet deadlines.
- Manages order and hygiene of all community centres, completing the set-up of spaces prior to special events, and diligently monitoring and maintaining pool chemicals for public safety.
- Leverages expertise with the Town’s standards & best practices to train employees on the centres’ operations and procedures, including titration tests, power failure procedures, and wave machine maintenance.

SPORTS SALESPERSON**2006 – 2009***Canadian Tire, Thornhill, Ontario*

Acquired by this iconic Canadian company to deliver quality customer service for the fast-paced Sports Department and the high-traffic Seasonal Section.

- Promptly sharpened skates for patrons of a nearby rink during winter, and assisted with bicycle and gardening selections during summer.
- Assumed leadership for receiving daily shipments and restocking sections, changing the promotional banner in the front of the store to draw attention to key products & services, and watering plants during summer.
- Selected by management to cross-train for other sections due to proven versatility and quick-study skills, as well as to lead orientation and training for newly acquired staff members.

DATA CONVERSION SPECIALIST**2008 – 2009***Moore Resource Systems Ltd., Campbellville, Ontario*

Retained to perform complex data conversion tasks for this custom computer programming services provider, specializing in data management solutions for the oil and gas pipeline industry.

- Analyzed maps to enter pipeline locations into interactive spatial-simulation software, utilizing AutoCAD, MS Access and Esri GIS tools to create geographical data sets to prevent accidents for future digging.
- Entrusted by management to train newly hired staff as a result of clear understanding of internal processes.

SALES REPRESENTATIVE**SUMMER 2008***Summit Energy, Queens, New York*

Engaged by this green energy company to promote environmentally friendly energy options, going door-to-door to explain available options and benefits for homeowners, consistently meeting daily sales targets.

ADDITIONAL EXPERIENCE**RIDE ATTENDANT / GAMES SALESPERSON, Brooklyn, New York B, 2003 – 2005****TECHNICAL SKILLS****Microsoft Office: Excel, Word, PowerPoint, Outlook ♦ MS Access ♦ AutoCAD ♦ Esri GIS Software****COMMUNITY INVOLVEMENT****Camp Counsellor, Langstaff Community Centre, Richmond Hill, Ontario, 2008****Fundraiser (Flower Sales), Epilepsy York Region, North York, Ontario, 2008****Student Counsellor, Richmond Hill High School, Kingston, Jamaica, 2003**