

AshtonDeroy

Customer Service Professional

Professional Profile

Professional customer service delivered to hundreds of customers both in person and by telephone

Exceeded performance metrics, delivering high quality customer support

Greeted customers upon arrival, developing strong rapport

Contact Details



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Kingston, ON



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Experience

Waste Disposal/Assembly Line, Hawkins, (Manpower), Belleville, ON 2019

Removed dozens of bags of waste on a daily basis, lifting heavy objects with no issues

Worked assembly line whenever needed, covering for teammates

Proposed some measures to improve sustainability and was honoured when they were adopted

Customer Service, 10 Fitness, Trenton, ON 2018-2019

Greeted members at front desk when they arrived, providing them with towels and developing customer rapport

Cleaned floors and surfaces, maintaining a healthy environment

Suggested improvements for the company's online presence

Customer Service, HGS, Belleville, ON

Completed sixty service calls per day on behalf of client cell phone provider, meeting target metrics

Provide technical support to customer callers, resolving issues

Answered questions for clients regarding their bill, clearing up any issues

Executive Interviewer, AND Agency, Toronto, ON

Conducted research interviews on behalf of client organization, ensuring complete and accurate data

Participated in fund raising meetings, contributing ideas

Education

Ontario College Diploma, Business, Loyalist College, Belleville, ON

Ontario College Certificate, Interactive Marketing, St. Lawrence, Kingston, ON

Ontario College Diploma, Advertising & Marketing Communications, Loyalist College, Belleville, ON

Service Excellence Certification, OTEC, Kingston, ON

Worker Health and Safety in Four Steps, Ministry of Labour, Kingston, ON