

## **PROFESSIONAL PROFILE**

A highly organized, detail oriented and result driven professional with administrative competence, effective writing and interactive communication skills offering, but not limited to: extensive experience at customer service and satisfaction, data entry, training, payroll, account balancing and auditing.

I have a strong sense of initiative, discernment, and diplomacy with the ability to be adaptable, learn quickly and work extremely well in teams or autonomously.

Languages: Proficient in English, Italian and Serbian (mother tongue)

Languages: Intermediate in French, Spanish and Portuguese

## **PROFESSIONAL EXPERIENCE**

### **TD Bank - Ottawa, Ontario Customer Contact Centre Agent May 2022 – Present**

- Handle inbound and outbound calls to assist customers, ensuring First Call Resolution while providing legendary customer service
- Act as a liaison between customers and other departments such as: Fraud, Dispute, Customer Assistance, Resource Officer
- Maintain knowledge of products, policies and procedures.
- Ensure customer satisfaction & retention.
- Ability to multi-task in multiple data systems: emails, calls, and online chats.
- Ability to make judgment calls within defined procedures and determine appropriate actions.
- Navigate customers through our website and online store.
- Meet or exceed call metrics.
- Listen, build rapport & display empathy when assisting customers.
- Practice continuous quality control in the handling of in and outbound calls, emails and chats.

### **Howard Fine Jewellers/Rolux AD - Ottawa, Ontario Accredited Sales Professional/Administration Support Jul 2017 – Apr 2022**

- Deepen the relationship with the clients to drive lifetime loyalty providing superior customer service
- Carry out operations functions to support the store in consistently achieving or exceeding monthly, quarterly and annual store sales goal
- Capture data during client interactions to cultivate new and existing clients
- Effectively handle internal and external phone call and e-mail correspondence with management and other sales professionals to optimize sales opportunities

- Execute best practices by optimizing hospitality and store amenities to create unique experiences and take action on performance and client feedback
- Utilize deep knowledge of product, service and care and handling instructions to maximize client satisfaction during each interaction
- Provide exceptional operation support to drive sales and services
- Execute daily tasks such as order fulfillment, shipping, receiving, replenishment, cleaning jewellery, taking in jewellery repairs, following company operational policies and procedure
- Communicate effectively with management, factory, business partners and colleagues to respond and follow up on client's request for assistance in product and service information

**Geox - Ottawa, Ontario**

**Assistant Manager**

**December 2013 - Jul 2017**

- On-boarding: embrace new and promoted employees within the team
- Provide ongoing formal and informal training on Geox Service Model, technologies, patent
- Evaluate by using the performance tools to share formal and informal feedback for continuous improved performance with Store Management
- Handle complex customer service situations with sense of urgency and/or escalate service issues when appropriate.
- Ensure every team member delivers company's Service Model in a friendly, helpful and sincere manner that results in exceptional customer experience
- Leverage all customers to build further loyalty by capturing every customer email to build Benefeet database
- Assign primary and secondary roles for Sales Associates during high and low traffic to ensure efficiency
- Support all corporate visual directives and maintain those standards on a daily basis
- Execute opportunities to maximize sales
- Accountable for cash office operations such as opening and closing all registers, maintaining accurate count of cash, ordering change, preparing deposits, auditing all register paperwork
- Execute all inventory handling procedures in a timely manner including consolidations, recalls, markdowns and shipment received
- Maintain Loss Prevention and Security standards
- Maintain Health and Safety standards
- Participate in management and store meetings to align on sales and operational objectives and achieve budgets

**Achievements:**

- Top Sales Associate for Ottawa/Montreal Region, 2015
- Prestige Club Winner 2013-2014

**Carnival Cruise Line - Miami, USA/Genoa, Italy**  
**Sales Attendant**  
**Jun 2007 - March 2011**

- Ability to work in a fast-paced and multicultural environment among passengers and crew members of 80 different nationalities
- Interact with cruise ship passengers, welcome on board from 4000 to 6000 passengers on a weekly basis, by providing superior customer service and assist with their queries
- Work alongside a team of 10 to 20 members
- Ability to balance professionalism with approachability
- Sell high end products such as fine jewellery and fine watches on board cruise liner Duty Free Shop
- Achieve and exceed weekly and monthly targets
- Track and manage deliveries of an important inventory
- Maintain Health and Safety standard onboard by attending weekly safety trainings

**Achievements:**

- Carnival/Starboard Cruise Services - Bulgari Contest Top Fleet Sales, 2010

**EDUCATION**

Business Administration College  
Belgrade, Serbia | 2004 – 2006

High School Diploma  
Major in Foreign Languages  
Pancevo, Serbia | 1993 - 1997