Dave McGill

204.456.7890 • davemcgill@gmail.com • 406 Edmonton St. Winnipeg MB R2M 0Z4

**PROFESSIONAL PROFILE**

Highly motivated customer service specialist with experience in resolving customer complaints and retail sales. Professional skills in marketing, e-commerce, and relationship-building.

**WORK EXPERIENCE**

**Customer Service Representative -** *Corporation XYZ, Winnipeg*

July 2016 – PRESENT (NOTE – LIST REVERSE CHRONOLOGICALLY WITH MOST RECENT FIRST)

* Promptly respond to customer enquiries in person or via telephone, email, mail or social media.
* Quickly and efficiently open customer accounts by recording account information.
* Maintain financial accounts by processing customer adjustments in a professional manner.

**Telephone Sales Representative -** *Business LMNOP, Winnipeg*

February 2014 - July 2016

* Received 97% satisfaction rating from customers after completed telephone call.
* Kept records of customer interactions, processed customer accounts and filed documents.
* Effectively managed approximately 100 incoming calls daily.

**Front Desk Clerk -** *Organization QRS, Winnipeg*

March 2012 - February 2014

* Created and maintained office forms and procedures to assist with administrative tasks.
* Took orders, determined charges, and oversaw billing and payments.
* Greeted and welcomed clients with a warm, friendly, and positive attitude.

**EDUCATION**

**Bachelor of Arts – Communications –** *University of Manitoba*

September 2016 - May 2018

**Highschool –** *River East Collegiate, Winnipeg*

Graduated 2015

**PROFESSIONAL SKILLS**

* Microsoft Office programs (Word, Excel, PowerPoint)
* Comfortable working in both Microsoft Windows 10 and Mac OS X.
* Excellent communication skills with a focus on team-building and customer relations.
* Proven organizational, multitasking, and problem-solving abilities.

**VOLUNTEER EXPERIENCE**

## Habitat for Humanity *- Non-Profit Organization*

May 2013 - PRESENT

* Volunteer laborer restoring a 12-home community.

## Big Brothers Big Sisters *- Youth Mentoring Organization*

January 2011 - January 2012

* Worked as a volunteer youth mentor to empower and support children.

**LANGUAGE COMPETENCIES**

* English: native language
* French: intermediate (speaking, reading); basic (writing)