

## **Ismail Wang**

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Kamloops, BC

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**JOB OBJECTIVE:** To obtain a position as a Customer Service Representative with Scotiabank

### **SUMMARY OF QUALIFICATIONS**

- Bachelor of Business Administration graduate
- Ability to deliver excellent customer services and encourage repeat business
- Received commendations for excellence in customer service
- Work well independently and as part of a team
- Accurate, reliable, hardworking and friendly

### **RELEVANT SKILLS AND EXPERIENCE**

#### ***Communication / Customer Service***

- Handled customer's enquiries effectively, developing and encouraging repeat business
- Handled customer concerns in a caring, professional way, guaranteeing complete satisfaction
- Maintained a clean, safe work environment for both customer and staff

#### ***Organizational***

- Managed a small business in the absence of the manager
- Performed opening and closing procedures for a small business operation
- Arranged work schedules on a weekly and monthly basis to ensure timely completion
- Directed, trained and evaluated new employees making recommendations to management
- Operated office machines, computerized and manual cash registers, and credit card terminals
- Authorized to enact computer changes to reflect current prices

#### ***Accounting***

- Recorded accounts payable, accounts receivable and general ledger entries on a daily basis
- Verified all credit card and cheque transactions
- Handled and balanced all cash reports and used computerized registers
- Experienced in computer inventory control, recording video rental and product sales
- Checked inventory needs and restocked sales display when necessary
- Prepared monthly accounts and year-end statements for submission to the accountants

## WORK HISTORY

<b><i>Customer Service Rep.</i></b>	Walmart, Kamloops, BC	2007-2009
<b><i>Bookkeeper</i></b>	Jill's Esso, Kamloops, BC	2007
<b><i>Secretary's Assistant</i></b>	Shell Canada, Calgary, AB	2006
<b><i>Telemarketer</i></b>	Superior Productions, Calgary, AB	2005

## EDUCATIONAL HISTORY

<b><i>Bachelor of Business</i></b>	Thompson Rivers University	2007
<b><i>Grade 12 Diploma</i></b>	Kamloops Senior Secondary School	2005

## REFERENCES

Joe Buck  
Manager  
Walmart  
Kamloops, BC  
250.555.5553

Jill Smart  
Owner  
Jill's Esso  
Kamloops, BC  
250.555.3333

Smith Jarrod  
Instructor  
Thompson Rivers University  
Kamloops, BC  
250.111.2222

Cole Trickle  
Former Co-worker  
Superior Productions  
Calgary, AB  
780.122.3333