

Joseph Cotton

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Cell: 416.000.0000

OBJECTIVE: Customer Service

SUMMARY OF SKILLS

- ✓ Personable and energetic professional with over one year of experience working in a customer service-related position
- ✓ Really enjoy working with people - well-suited to a customer service role
- ✓ Skilled in listening and quickly building trust and rapport with all ages and backgrounds
- ✓ Service-oriented with a strong belief that the customer is first
- ✓ Excellent ability to resolve problems and challenging situations
- ✓ Highly organized with outstanding multitasking skills
- ✓ Calm and attentive when working under pressure
- ✓ Comfortable with computers - familiar with MS Word and Excel
- ✓ Eager and fast learner who follows instructions well
- ✓ Fluent in English and Italian
- ✓ Physically fit; able to work shifts

CUSTOMER SERVICE EXPERIENCE

Banquet Server (part-time, on-call) 2010 – 2014
PASQUALE CATERERS, Toronto, ON

Caterers for wine festivals, organizational events, and weddings for up to 400

- Supervised five other servers in an area serving over 250 people in formal sit-down meals
- Handled heavy duty delivery trays without accident
- Ensured customers received food and beverages efficiently and courteously
- Resolved customer concerns effectively with tact and diplomacy

Server (part-time, on-call) 2008 – 2010
BLUE ISLAND CAFE, Toronto, ON

Providing espresso coffee for large events

- Prepared cappuccino for up to 200 guests in a timely and efficient manner

OTHER EXPERIENCE

General Labourer / Landscaper 2008 – 2010
CLEAN CLEAN, Toronto, ON

- Did commercial landscaping for companies such as Shoppers Drug Mart, Coast Capital and Tim Hortons
- General maintenance, window cleaning and painting

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OTHER EXPERIENCE continued

Labourer (part-time) 2008
DUKE CLEANING, Toronto, ON

- Cleaned and removed construction debris

Labourer (part-time) 2007 – 2008
TRADER'S RENOVATORS, Toronto, ON

- Assisted with home renovations including creating a second wing to a residential home

Labourer (on-call) 2004 – 2007
INFINITY EQUIPMENT LTD., Toronto, ON

- Unloaded and installed heavy machinery, such as bridge saws and CNC machines for stone cutting in industrial sites
- Trained and assisted machine operators
- Handled troubleshooting, repairs and maintenance on installed machinery

EDUCATION

Graduated Grade 12 (high school diploma) 2007
OAKWOOD, Toronto, ON

INTERESTS

- ✓ Exercising and personal training – designed fitness routines for family and friends
- ✓ Learning about sports and nutrition
- ✓ Enjoy public speaking – confident and experienced speaking to large groups of people