**KARLENE REID**  
(416) 763-8802, karlenereid123@gmail.com

**Summary**

A committed individual with a strong interest in customer service and supporting people within areas of sales and having expertise in communications.

**Highlight of Qualifications**

* Cashier experience
* Excellent customer service skills
* Ability to well under pressure in a busy, fast-paced and changing environment.
* Team player with strong interpersonal skills and professional manners.
* Microsoft office certificate from Academy of Learning.
* Extensive knowledge of Word Perfect 6.1, MS Word, Microsoft Word, Excel and Access.
* Phonemail knowledge and experience working with Norstar, Meridian, SL1 and Rolm phones

**Employment History**

**Administrative Assistant**

Todman Music Studio, Toronto, ON 2014-2015

* Set up appointments
* Collect payments
* Answered customer questions in person and over the phone, directed them as needed

**Cashier**

Rhythm Fashion, Toronto, ON 2002-2003

* Cashier able to handle legal tender responsibly
* Answered customer questions, directed them as needed

**Rocco’s No Frills – Cashier**

***(2000 – 2003)***

* Cashier able to handle legal tender responsibly
* Organized and restocked shelves of inventory
* Answered customer questions, directed them, and handled with returns and exchanges

**Keele-Lawrence Care Centre – Administrative Assistant**

**Toronto, ON**

***(1998 – 2000)***

* Directed calls and provided customer service over the phone
* Designed posters and typing memos and letters
* Managed and sorted business and employee files
* Designed a tour through the facility and directed the clients

**McFarlane Taxation Services – Secretary, Toronto, ON**

***(1997 – 1998)***

* Computed and organized new accounts and clients
* Managed new client intake information and maintained customer records and updated e-files
* Computed daily correspondence
* Provided customer service to new and existing customers

**Clarendon Beauty Supply – Reception/Cashier, Toronto, ON**

***(1995 – 1997)***

* Screened and directed in-bound and out-bound calls to employees
* Provided customers with product knowledge
* Processed orders
* Computed daily correspondence, filing, faxing and photocopying

**Education**

**Toronto School of Business, Toronto, ON**

***(1995)***

*Computer Business Certificate*

*Currently enrolled in PTP online classes.*

# Karlene Reid

## 604-3725 Dundas Street West

## Toronto, Ontario

## M6S 2T5

## Tel: 416-783-8802

Karlenereid123@gmail.com

To Whom It May Concern:

Kindly accept this letter as my application for the administrative assistant position.

My work history, knowledge and skills acquired in the workplace are well suited to your staffing requirements.

Given the opportunity, I am confident of being able to contribute both substantially and effectively to on the job responsibilities. As well, I am able to learn new procedures quickly and would emphasize my ability to cope well with pressure, adapt readily to the demands of irregular work schedules and communicate effectively with superiors, co-workers and customers.

If required, I am prepared to undertake further training.

Your communication and the opportunity for a personal interview would be most appreciated.

Yours truly,

Karlene Reid