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| **Carlton** King19 Juliet Crescent, Toronto, Ontario M6M 1N2 437-488-3366, carlton819@yahoo.ca |
| To obtain work where I can utilize my professional customer service skills, extensive computer skills, and French language skills, preferably in a call center environment.**HIGHLIGHTS OF QUALIFICATIONS*** Bilingual in English and French with over 15 years of experience providing customer service excellence and outstanding administrative support
* Exceptional written and verbal communication skills, possess professional business communication skills and able to respond effectively to enquiries by telephone, in-person and in writing
* Proficient in MS Office (Word, Excel, Access, PowerPoint)
* Keyboarding skills: 83 w.p.m. (0% error rate)
* Exceptional interpersonal skills, able to build consensus and establish and maintain effective working relationships with staff, management, and clients
* Superior conflict resolution skills, able to successfully resolve customer concerns and issues
* Excellent analytical, problem solving, critical thinking and decision-making skills
* Commended for providing culturally sensitive, non-judgmental, and anti-oppressive service and maintain tact and discretion in dealing with sensitive and confidential information
* Inclusive and collaborative team member, able to work with minimal supervision and take initiative
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# PROFESSIONAL EXPERIENCE

**HIV/AIDS Educator**

**2-Spirited People of the 1st Nations, Toronto, Ontario Jan 2019-Oct 2019**

* Developed a culturally appropriate HIV/AIDS Educational/Information presentation that was geared to the urban Aboriginal population in Toronto and the GTA
* Interviewed and identified HIV+ individuals who would be instrumental in helping to develop the information session based on their personal history before and after being HIV diagnosis
* Provided HIV/AIDS information to clients and referred them to appropriate and relevant community supports, agencies, and medical professionals
* Established and maintained effective working relationships with external agencies, and the public
* Entered and updated the organization’s and the provincial government’s computerized information system on the activities of clients regarding the participation in HIV programs and services

**Deputy Returning Officer Toronto, Ontario October 2019**

**Elections Canada (Bilingual) Gatineau, Quebec October, 2015**

* Set up and closed election polling station according to Elections Canada guidelines
* Monitored polling stations to ensure poll clerk and candidates’ representatives followed rules and guidelines
* Requested and verified the validity of electors’ identification; upon verification of identification provided electors with ballots and instructed them how to mark their ballots and how to deposit them into the ballot box; confirmed that polling clerk crossed out electors after they voted
* At the closing of polling stations, counted ballots and submitted official results to Elections Canada officials

**Construction Labourer (part-time)**

**People Ready, Toronto and Ottawa, Ontario 2002- 2019**

* Worked as a construction labourer on various commercial and residential construction sites abiding by WHMIS health and safety guidelines
* Ensured that fellow construction workers followed safety guidelines to prevent injuries

**Conference Organizer**

**United Church of Canada, Toronto, Ontario 1997**

* Organized a national conference for United Church Aboriginal congregations in 1997

**Consultation Assistant**

**Commission on Systemic Racism in the Ontario Criminal Justice System, Toronto, Ontario 1997**

* Outreached to racial and ethno-cultural organizations, groups, and individuals to participate at community consultations across Ontario, to learn about the racial discrimination people of colour experienced in the Ontario criminal justice system

**Life Skills/Computer Instructor/ESL Instructor**

**Skills for Change, Toronto, Ontario 1994**

* Provided classroom instruction to immigrants and refugees in an employment training program to give them the knowledge and skills to obtain jobs and volunteer work experience in the Canadian labour market. The success rate was 90%

**Bilingual Call Centre Customer Service Representative**

**Great West Life, Toronto, Ontario 1998-2001**

* Provided customer service in English and French on health and dental insurance enquiries for a multi-national corporation

# Education

**Bachelor of Arts Program candidate 1984-1986**

University of Alberta, Edmonton, Alberta

# Skills

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| * French language skills
* Keyboarding skills: 83 wpm (0% error rate)
 | * English as a Second Language instructor
* Computer Skills
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