**June Fernandes**

686 WARDEN AVENUE, SCARBOROUGH, ONTARIO, M1L4W4

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OBJECTIVE

To obtain a position a Customer Service Representative, Customer Service Agent, Data Entry Clerk or Receptionist in an Office Environment

SUMMARY OF QUALIFICATIONS

* 1 year experience in Administration and Customer Service Environment
* Highly skilled in providing information regarding products and services of the company
* Strong Written and Communication skills, Interpersonal and Customer Service, friendly
* Strong time management, organizational, Detail Oriented, and problem solving skills
* Highly dependable, work well both independently and in a team with co-workers and managers
* Experience in handling Irate customers and handle complaints over the phone
* Experiencein Answering large Volume of Calls, Forwarding Calls, and Rapport building
* Ability to work in fast-paced environments, committed to high quality work and productivity with ability to effectively handling highly confidential matters and materials at all times.
* Proficient in MS Office 2010: Word, Excel, PowerPoint, Outlook, Internet, Windows
* Typing speed: 40wpm

**Relevant Professional Experience**

**Strategic Communication Inc. (work-from-home) Toronto, Ontario Sept 2020-Oct 2020**

* Read scripts to Saskatchewan clients on the NDP Campaign and upcoming Provincial election
* Updated clients house address and provided information on the clients election location
* Asked questions if they are going to volunteer with the provincial campaign
* Entered clients email address in TouchStar Agent if the client wants up-to date campaign happenings
* Provided mail-in ballots website for clients who need more information on how to register and mail-in their ballots or didn’t receive their mail-in ballots
* Left Message in Clients voicemail

**Customer Service Representative Toronto, Ontario Oct 2018-April 2020**

**TBM Service Group**

* Provided information and directions to customers in person in courteous and efficient manner
* Followed company policies and procedures to execute work
* Communicated with customers, employees, and workers in a respectful and professional manner
* Maintained good relationships and extends courtesy to customers under all circumstances

**Administration and Support**

**Agincourt Community Service Association Scarborough Ontario March 2018-April 2019**

* Booked appointments for registered clients over the phone and in person. Entered name, number of families in appointment sheet for clients.
* Pleasantly answered calls for a multi-line switchboard and directed callers to the appropriate employees.
* Refereed clients to other food banks when appointments are fully booked or postal code isn’t within area
* Ensured that the month and number of days is recorded in Link to Feed Database and Appointment Sheet.
* Updated the Link to Feed Database. Provided information to local communities on how the food bank works
* Performed general office duties, including answering multi-line phones, routing telephone calls or messages to appropriate staff

**Customer Service Representative**

**Teleperformance Toronto, Ontario Dec 2016-Mar 2017**

* Registered customers in Samsung registration system for owned and new purchased units
* Interacted with 50 customers per day, improving their experience through warm, polite, friendly manner, and eagerness to answer questions and concerns on services and label kit
* Established rapport, listen to customer complaints on failed repairs or home label kit
* Updated customer basic information for record, calculated and explained the revised rebate amount by phone and email
* Scheduled customers for service repair of defective unit
* Initiated Investigation of damaged product or technical issues and transferred to appropriate department Calmed and de-escalated irritate customers by providing patience and empathy

**Receptionist**

**Scarborough Centre for Healthy Communities Scarborough, Ontario July 2016-Sept 2016**

* Answered clients calls and transfer to appropriate staff
* Reminded clients of their appointments and group programs
* Managed reception including Greeting and directing clients to programs and dieticians
* Researched on the internet for health and safety products e.g. cleaning products
* Managed staffs calendar and Schedule staffs meetings using nightingale software
* Entered group program information in nightingale software for record
* Prepare envelops with client statements and memo letter. Also sorted and distributed to staff
* Photocopy and display the Community Centers calendar so it is easily accessible
* Use a filing application to store intake sheets, correspondences and referral forms as completed
* and scanned documents

**Administrative Support Worker**

**Warden Woods Community Centre Scarborough, ON Mar 2016-Apr 2016**

* Researched and called banquet halls and restaurants in Scarborough southwest using Google map and Google search engine for Volunteer Appreciation event
* Calculated child/parent and clients and volunteer hours and included in the time sheet chart
* Reminded clients of events and programs and established list of those need transportation
* Filed youth and soup kitchen Financial Statements in order by dates from 2015-2011
* Entered client and volunteer hours in the SIMS database

**Community Services Worker**

**Community Outreach Canada Scarborough, ON May 2015 – May 2015**

* Researched affordable apartments for clients and compiled details in Excel spreadsheet
* Completed online employment ODSP forms for clients using the tracking system
* Contacted clients to get additional information if necessary
* Assisted in presentations preparation for workshops

**Employment Services Worker**

**Goodwill Employment Centre Scarborough, ON May 2015 –Aug 2015**

* Performed telephone follow-ups on a regular basis for a caseload of 15 clients
* Assisted in the set-up of the ‘Interview Preparation’ workshops
* Performed administrative support ensuring all the forms are completed
* Assisted clients with computer tasks such as photocopying, faxing, and printing. Also searched for job-fair information for clients
* Assisted with employer’s claims by sorting and filing accordingly
* Ensured that clients sign in and out of the sign in sheet
* Created and updated the Contact Information binder of organizations providing services and programs besides employment for the front desk

**Resource Centre Assistant**

**Goodwill Employment Centre Scarborough, ON Sept 2014 –Nov 2014**

* Greeted and directed clients to workshops and employment counselors
* Developed and updated the Job Board to make sure it is easily accessible for clients
* Assisted clients in Resource Room with emails, printing and photocopying
* Reviewed files, conducted follow-ups and forward clients’ information to schedule an appointment
* Audited and assessed counselors’ files for accuracy and completion
* Placed the employers claims and clients registration form in the appropriate files; filed counselors

Documents in the appropriate filing cabinets

* Organized and maintained filing cabinet according to alphabetical order
* Searched and printed job fair flyers for clients to access job fairs

**QUALIFICATIONS:**

**Seneca College North York** 2019

 Microsoft Office Program

**Community Worker Diploma Program**

George Brown College. Toronto, Ontario (Completed) 2011 - 2014

**High School Secondary Diploma**

Cardinal Newman. Toronto, Ontario (Completed) 2007 - 2010