

Alexa Pineda

North York, Ontario M2R 2Z3 (647)-444-4794
alexa_pineda26@outlook.com

PROFILE

Driven student leveraging studies in Social Services seeks real-world experience as Social Service Worker. Offers strong interpersonal and task prioritization skills.

SKILLS

- Understanding Customer Needs
- Multitasking and Prioritization
- Calm and Professional Under Pressure
- Relationship Building
- Client Needs Assessments
- Courteous with Strong Service Mindset
- Upbeat and Positive Personality
- Attention to Detail
- Active Listening

EDUCATION

HIGH SCHOOL GRADUATE ARCHBISHOP ROMERO CATHOLIC
SECONDARY SCHOOL
2015
GEORGE BROWN COLLEGE SOCIAL SERVICE WORKER
TORONTO, ON

WORK EXPERIENCE

GUEST EXPERIENCE TEAM LEADER, MCDONALD'S

- Toronto, On | Jul 2015 - Jul 2017
- Ensure and provide flawless, upscale, professional and high class guest service experiences
- Expect and react promptly to guests' requirements and inquiries
- Actively listen and resolve guests' complaints
- Monitored guest services personnel for efficiency and accuracy of response to guest complaints.
- Consistently offered personalized recommendations for guest activities based on detailed conversations with clients upon arrival.
- Motivated and rewarded employees to improve engagement.
- Surveyed guests to check for areas in need of improvement.

RESTAURANT TEAM MEMBER, FRESHII

- Greeted guests pleasantly and answered menu questions.
 - Trained new employees by demonstrating tasks and coaching during daily activities.
 - Cultivated warm relationships with regular customers.
 - Offered advice and assistance to customers, paying attention to special needs or wants.
 - Developed community reputation through commitment to customer satisfaction and strong client relationships.
-

VOLUNTEER EXPERIENCE

VOLUNTEER, RUNNYMEDE HEALTH CARE CENTRE

- Toronto, On |Jan 2014 - Jun 2014
- Helping nurses and orderliness with basic patient care and activation therapy to keep patients active
- Used strong interpersonal communication skills to convey information to others.
- Greeted visitors and answered questions about program, requirements and opportunities.
- Volunteered with groups and organizations to help make measurable differences for program recipients.
- Supported engaging, fun and smooth-running events by helping with organization and planning.

REFERENCES AVAILABLE UPON REQUESTS