**Dany Jean-Noel**

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**PROFILE**

A friendly and detail-oriented customer service professional with excellent communication and problem-solving skills. I am committed to providing outstanding service by actively listening to customer needs and resolving issues efficiently. With a positive attitude and a strong ability to manage multiple tasks, I am dedicated to creating a seamless and enjoyable experience for customers. Adaptable and quick to learn, I am eager to contribute to a team and support the overall success of VIA RAIL.

**CORE SKILLS**

* Customer Service: Able to interact effectively with people from different cultural backgrounds, **Cultural Sensitivity to understand clients from different part of the world**
* Fully Bilingual (French and English)
* Reliable and Responsible when needed to work independently
* Aware of safety protocols when required
* Experience with order picking and locating products
* Capable of multitasking to achieve goals of the day

**EMPLOYMENT HISTORY**

**Stockroom clerk**

Structube kennedy commons

* Load unload products for customers
* Help organized and maintained a clean warehouse
* Do quality checks on furniture products for customers
* Clearly communicate with sales team on accurate inventory counts of furniture products
* Build furniture for floor and for as is department
* Wrap furniture for deliveries in a timely manner
* Help customers over the counter with pick orders and exchanges

**Kitchen stuff plus**

Shipping and receiving 2017-2019

* Pick and locate orders accurately on transfer sheets for different store locations
* Verify picked orders prior to shipping
* Build and wrap products on skids
* Receive products from truck delivery’s and verify purchase orders
* Communicate with fellow staff and management on work progress throughout the day
* Achieved target goals daily

**Sales consultant**

The brick 2013-2015

* Greet customers enthusiastically by introducing the promotion of the day
* Knowledge of various appliances products from manufacturers
* Answer question and guide customers towards the best product for their needs
* Achieve sales target by working swiftly and professionally
* Very good negotiation skills with various buying groups
* Process different methods of payment such as ( credit, debit , cash or store credit card)
* Increase sales by promoting store credit card
* Process store credit application

**EDUCATION**

* **Business-marketing diploma 1 year completed**

Seneca college

* **Ontario Secondary School Diploma ( Monseigneur de charbonnel)**
* **Currently completing property management certificate at George brown college**