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| **Kaman Lee**(514)688-1281kamanlee@live.com**- ENGLISH, FRENCH -** |
| **Summary** |
|  | * 8 years’ experience in customer service.
* Creative problem-solving abilities and ability to work with others.
* Responsible, diplomatic, diligent and people oriented.
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| **Computer skills** |

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|  | * Microsoft Word
* Microsoft Excel
* Microsoft PowerPoint
 | * Apollo and Sabre (GDS Systems)
* FOLS (Hotel Software System)
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| **Experience** |
|  | **Brand Ambassador** | Sept 2017 - present |
|  | *Ecco Shoes Saint Catherine**1329 Saint-Catherine St W, Montr*é*al, Qu*é*bec H3G 1P7** Assist in maximizing sales volume.
	+ Knowledge of store and individual goals on a daily basis.
	+ Work as a member of a team to accomplish goals set forth in the store.
	+ Follow 6 steps of selling and customer service outlined in the Brand Ambassador Program.
* Educate customers through product knowledge. Explain features, advantages, and benefits of shoes to help assist them with informed buying decisions.
* Ensure World Class Customer Service is #1 priority. Ensure all customer service standards are met at cash wrap, i.e.: suggest add on product, customer interaction, and soliciting repeat business, exercise good judgment in resolving customer service issues.
* Cash register operation and proficiency, including accountability for overages and shortages on assigned cash drawers.
* Proficiency in areas of loss prevention awareness: checking for proper item identification and miss-mated shoes, concealed items, internal / external theft, etc.
* Maintain general housekeeping on a daily basis.
* Assist management in various other non-selling tasks such as shipment processing, stock counts, etc.
* Adhere to scheduling guidelines, dress code, etc. as outlined in the employee handbook and operations manual.
* Maintain a positive attitude and make a valuable contribution towards maintaining ECCO's culture of passion, innovation and sustainability.
* Other duties and/or special projects as assigned.
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|  | **Hostess** | Mar 2018 |
|  | *ExpoMedia**370 rue Guy, Bureau 210, Montr*é*al, Qu*é*bec H3J 1S6*As part of the Salon National de l'Habitation Montreal 2018:* Greet guests at the reception entrance to the hall
* Provide guest service and answer inquiries
* Distribute the National Home Show's weekly program, list of exhibitors and plan
* Support event partners' sponsorships:
* Distribution of bags sponsored by Bell
* Distribution of pamphlets and coupons sponsored by Rona
* Redirect traffic flow to ensure guests have optimal experience
* Signal to guests on directions towards the rest of the show and for the exit
* Oversee the Promoter's Office desk to answer exhibitor's inquiries, resolve their concerns and redirect to correct department or personnel
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|  | **Logistics Coordinator** | Oct 2017 |
|  | *ExpoMedia**370 rue Guy, Bureau 210, Montr*é*al, Qu*é*bec H3J 1S6*As part of Salon International de Tourisme et Voyages 2017:* Assist in set-up and dismantling of attractions such as conference rooms
* Assist exhibitors in locating and directing them to their booths
* Assist exhibitors with the transportation of their materials
* Answer exhibitor questions' and referring them to correct offices or personnel
* Provide customer service for exhibitors
* Store goods properly and in an organized manner at the loading dock
* Survey loading dock and any packages to be received
* Keep track of dock inventory
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|  | **Front Desk Receptionist Intern** | May 2017 – July 2017 |
|  | *Novotel Suites Paris Stade de France**31 Avenue Jules Rimet, 93210 Saint Denis France** Use of FOLS system – Hotel Software
* Welcome and provide personalized service to guests on arrival
* Check in guests after confirming their reservation information and to ask for add-on services
* Provide useful information about the hotel to guests and answer guest inquiries
* Give guests their proper hotel room keys
* Collect payment from guests and to audit cash balance and deposits
* Serve beverages and other products offered from the Boutique Gourmande
* Keep inventory at bar and Boutique Gourmande well-stocked and presentable
* Survey the door and parking to ensure safety to the hotel
* Keep reception/lobby area presentable, clean and tidy
* Check out guests and to print out invoice upon request
* Handle guest complaints and problems
* Register guests and subscribe them to become a LECLUB Accor card member
* Handle telephone and email inbox requests/inquiries
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|  | **Bilingual Travel Consultant Intern** | May 2016 – Aug 2016 |
|  | *Aimia Proprietary Loyalty**759 rue du Square Victoria, Montr*é*al, Qu*é*bec H2Y 2J7** Cooperate with clients to determine their needs and advise them appropriate destination, modes of transportations, travel dates, costs and accommodations
* Assist in booking flights, insurance, accommodation and other travel services
* Use of GDS system – Sabre to arrange travel
* Collecting and processing payments
* Advising clients on travel arrangements and pertinent information, e.g. visas and passports
* Keeping clients up to date with any changes in their reservations
* Dealing with occurring travel problems, complaints or refunds
* Answer phone inquiries from customers and provide information on program or products available or provide web help
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|  | Counter Clerk | Nov 2010 – Aug 2015 |
|  | *Cinémas Guzzo Mega-plex Sphèretech 14**3500 boulevard de la Côte Vertu, Saint-Laurent, Québec H4R 1P8** Greet customers and provide quality customer service
* Assist a customer by explaining products and services
* Answer phone inquiries from customers and provide information
* Collecting payment and documenting sales transactions
* Prepare merchandise for display and sale and ensure it is in good condition
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| **Education** |
|  | Collège LaSalle | 2015 – 2018 |
|  | *2000 rue St Catherine Ouest, Montréal, Québec H3H 2T2** Tourism Techniques DEC
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|  | Vanier College  | May 2014 |
|  | *821 rue Sainte Croix, Montréal, Québec H4L 3X9** Languages and Cultures DEC
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| **Volunteer work**  |
|  | Collège LaSalle – Movember Foundation | Nov 2017 |
|  | *2000 rue St Catherine Ouest, Montréal, Québec H3H 2T2*Raised funds as a team under the name sixMouskateers for the Movember Foundation as part of our Events Planning course at Collège LaSalle:* Organized a comedy night at the Comedy Nest on Novemer 11th 2017 to see comedian Frank Spadone as well as hosted a raffle
* Organized a fundraising dinner at Le Fuschia on November 22nd 2017 with a Casino Royale James Bond theme with a photo booth and raffle prizes. Featured Justin White – an official guest speaker from the Movember Foundation.
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|  | Tourisme Montréal | Aug 2017 |
|  | *800 boulevard Réné-Lévesque Ouest, bureau 2450, Montréal, Québec H3B 1X9*For FQRT (Fondation Québécoise de la relève en Tourisme) annual Rendez-vous de l'industrie Touristique Du Québéc au Club de Golf de l'Île de Montréal - August 31 2017:* Distribute lunch boxes prepared to other volunteers spread throughout the two golf terrains via golf cart
* Drive around terrains via golf cart ensuring there is no issues and to make sure everything is going fine
* Barbecue/food service
* Support event partners' sponsorships through terrain:
	+ Distribution of ice cream samples sponsored by Délices Érable et Cie
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|  | **Tourisme Montréal - Soirée de Noel** | Nov 2016 |
|  | *800 boulevard Réné-Lévesque Ouest, bureau 2450, Montréal, Québec H3B 1X9** Greet and welcome enthusiastically guests as they enter venue
* Directing guests to the inside of the venue
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|  | **Cabane Panache et Bois Rond** | Mar 2016 |
|  | *3993 rue Wellington, Verdun, Québec H4G 1V6** Promote sustainability and supporting local businesses
* Raise awareness of sustainable tourism
* Informing visitors about which bins to use (compost, recycle, waste)
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|  | **College LaSalle – Green Week 2016** | Mar 2016 |
|  | *2000 rue St Catherine Ouest, Montréal, Québec H3H 2T2** Promote sustainability and about Green Week at the college
* Encourage green choices and alternatives
* Raise awareness on First Nations in Canada and elsewhere in the world
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| **Hobbies and interests** |
|  | * Reading (mystery and/or fiction works)
* Travelling and culture
* Music (going to live shows/concerts)
 | * Creative writing (blog)
* Current Events
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