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| **Kaman Lee**  (514)688-1281  kamanlee@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. |
| **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. | | |
|  | | **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 | | |
|  | | **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 | | |
|  | | **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 | | |
|  | | **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 | | |
|  | | 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 | | |
| **Education** | | | | |
|  | | Collège LaSalle | | 2015 – 2018 |
|  | | *2000 rue St Catherine Ouest, Montréal, Québec H3H 2T2*   * Tourism Techniques DEC | | |
|  | | Vanier College | | May 2014 |
|  | | *821 rue Sainte Croix, Montréal, Québec H4L 3X9*   * Languages and Cultures DEC | | |
| **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. | | |
|  | | 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 | | |
|  | | **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 | | |
|  | | **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) | | |
|  | | **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 | | |
| **Hobbies and interests** | | | | |
|  | * Reading (mystery and/or fiction works) * Travelling and culture * Music (going to live shows/concerts) | | * Creative writing (blog) * Current Events | |