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JAYALAKSHMEE LULITH

OBJECTIVE As an Accounting student, I am looking for an unpaid internship as an Accounting Technician or Documentation Clerk with a company where I can apply and further develop my acquired skills. My free "stage en milieu de travail" is for 4 weeks starting from May 7th, 2018.

KEY SKILLS

- Multilingual : English, French, Hindi, and basic Spanish
- Expertise in Microsoft Office and Sage 50
- Full of energy, take initiative and positive person with a problem solving abilities
- Strong leadership skills and always willing to learn more
- Ability to provide administrative support services
- Ability in working in a fast paced environment while maintaining high standard of excellence
- Very responsible and reliable
- Ability to individual as well as in team

EXPÉRIENCE

ALORICA INC
MONTREAL, QUEBEC

(AGENT CUSTOMER SERVICE REPRESENTATIVE)

MAY 2017 TO PRESENT

- Be an empathy listener for customer's complaints and do the best to resolve their issues.
- Be responsive to customer's issues so that they do not lose hope about the customer services.
- Escalate their issues to the upper level
- Always come up with positive attitude and provide general assistance to customers so they can place their online orders easily.
- Process refund for defective items or lost in transit
- Do price adjustment for customers

TIM HORTONS**(CASHIER, SUPERVISOR)****FEBRUARY 2016 TO APRIL 2017**

- Lead a competent team of staff; training, coaching, problem resolution, creative a positive and friendly environment.
- Ensure and uphold food safety and quality standards
- Create a welcoming and positive guest experience by delivering high level of service ensuring all teams engage guest and meet the service expectation
- To be empathy, seeing things in customer's perspective to understand how the store is perceived and use the knowledge to improve offerings
- Provide ongoing performance feedback with the staff, set employee and unit goal and objectives, and assist employees with achieving those goals.
- Develop and shares ways for continuous improvement within the organization
- Maintain and demonstrate professional work ethics, moral integrity and a positive attitude at the times

EDUCATION**ACCOUNTING AND MANAGEMENT TECHNOLOGY****2015 TO 2018**

LaSalle College, Montreal (Quebec

BON ACCUEIL STATE COLLEGE**2007 TO 2014**

DES (High School Diploma) In Mauritius

CERTIFICATE

Alliance Francaise

2004 to 2006

Hindi

2005 to 2007

VOLUNTEERS

Orphanage In MAuritius

Meet the kids

Offer foods, baby kits and toys

Communicate with them, playing games

REFERENCES

References are available upon requests