

Alea Salim

302 Fleet Dr., Beaconsfield, QC H9W 2K7
Cell: 514-922-8298 Email: aleasalim@gmail.com

Core Skills

- Detail oriented and works with a high degree of accuracy
- Possess strong problem-solving skills
- Excellent communication & Good organizational skills
- Proficient in MS Office (especially Excel)
- Fluent in English & French

Work Experience

Customer Service & Accounting Associate **Cathelle Inc., Sainte-Anne-de-Bellevue, QC**
October 2019 – Present Part-time
June 2014 – June 2017 Part-Time

- Open and maintain customer accounts by recording account information
- Resolve product or service problems by clarifying the customer's complaint; determining the cause of the problem;
- Selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Recommend potential products or services to management by collecting customer information and analyzing customer needs.
- Provide accounting and clerical support to the accounting department.
- Issue invoices and send them to customers through various channels (e-mail, fax etc.)
- Completes supporting paperwork and data entry as required.

Cashier & Barista

**La Trattoria, Kirkland, QC &
Puffs Pâtisserie-Café, Pointe-Claire, QC**

February 2019- October 2019 Part-Time
June 2017 – January 2019 Part-Time

- Handled cash, credit or check transactions with customers.
- Counted money in cash drawers at the beginning and end of shifts to ensure that amounts are correct and that there is adequate change.
- Made sales referrals, cross-sell products and introduced new ones.
- Resolved customer complaints, guided them and provide relevant information.
- Greeted customers when entering or leaving the establishment.
- Maintained clean and tidy checkout areas.
- Prepared and served light food and snacks.
- Cleaned work areas, coffee machines, and equipment.
- Kept track of inventory and placed new orders.

Education

2021- Present Collège LaSalle, Fashion Marketing
Saint-Catherine St W, Montreal, QC

2017 – 2021 College Education, Social Science Profile
John Abbott College, Sainte-Anne-de-Bellevue, QC

2012 – 2017 High School Diploma, Immersion Program
Beaconsfield High School, Beaconsfield, QC