

SKILLS

- Strong Communication and Relationship Building
- Exceptional Customer Service
- Rapid problem-solving and adaptability
- Troubleshooting hardware and software issues
- Organizational and Time Management
- Basic network administration and help desk support
- Adaptability and Flexibility
- Remote technical support and issue resolution

EXPERIENCE

Server **Chartwell | Oak Park Terrace** **Spring 2024 – Current**

- Assisted in the preparation and plating of food ensuring consistency in quality and presentation which contributed to a streamlined kitchen operation and enhanced dining experience.
- Served meals to customers with attention to detail and efficiency, resulting in consistently high satisfaction ratings and positive guest feedback.
- Participated in training programs to enhance dining room management skills, demonstrating a commitment to professional growth and contributing to smoother dining room operations.
- Provided exceptional dining experiences leading to an increased level of guest satisfaction.
- Adapted to staffing needs by assisting with dishwashing during peak periods, showcasing flexibility and teamwork to maintain operational flow.

Painter **Fracas Painting** **Fall 2023 – Winter 2024**

- Leveraged outstanding attention to detail while utilizing brushes, spray guns, and paint rollers to ensure an even and smooth finish, generating a 95% average client satisfaction rating.
- Exemplified adept problem-solving skills in the preparation of surfaces and surrounding areas for painting, employing techniques such as sandpapering and meticulous taping to ensure optimal protection and enhancement of spaces, thereby streamlining the painting process by 20%.
- Coordinated with team members to develop and implement research methodologies, contributing to a 20% increase in project efficiency.
- Organized and maintained detailed project documentation, ensuring all research activities adhered to ethical standards and protocols.
- Exhibited impressive organizational and time management skills by completing trim, walls, and ceilings preparation within deadlines, contributing to a 20% growth in on-time project delivery.

Front Desk Agent / Night Auditor **Fortune Park Dahej - Member ITC's Hotel** **Fall 2022 – Spring 2023**

- Welcomed and checked in guests, maintaining a high level of customer satisfaction.
- Processed payments and managed deposits with 98% transaction accuracy.
- Managed front desk operations, reducing wait times by 15%.
- Trained and mentored new staff, contributing to a 10% improvement in efficiency.
- Promoted the hotel's loyalty program, increasing membership sign-ups.
- Handled guest calls and resolved issues with a 90% first-call resolution rate.
- Assisted with smart device setup and WiFi troubleshooting, reducing tech-related complaints by 20%.
- Demonstrated strong multitasking abilities by managing multiple research tasks and ensuring high-quality results under tight deadlines.

EDUCATION

Windsor, ON **St. Clair College**

- Ontario College Diploma in Computer Systems Technician-Networking, April 2025. GPA: 4.0 (Current Grade)
- Related Coursework: Operating Systems; System Configuration; Programming Languages; Networking; Web Development; Technical communication; Network Administration; Help Desk Support; Network Security.