

Alex MacDonald

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Professional Summary:

Highly motivated, enthusiastic customer service agent with proven performance in a results and target-driven environment. Experience with employee scheduling and retail sales operations. Excellent coaching skills and has the ability to boost employee morale. Committed to providing a pleasant, sales oriented environment.

Work Experience

Customer Service Representative

Convergys Canada Ltd.

Halifax, NS

Jan 2006 – Present

- Handled inbound customer service calls from customers for wireless phone company
- Duties included bill payments, troubleshooting technical issues and all other customer inquiries
- Developed strong communication and listening skills and a confident phone manner
- Teamwork, flexibility and rapport building
- Utilized problem solving and decision making abilities in handling customer issues and complaints
- Exposure to results and target-driven environment: rated on call time, hold time, per cent of call resolved, and attendance

Finish Carpenter

Jim's Carpentry

Halifax, NS

June 2005 – Nov. 2005

- Laid sub-floor, installed rough stairways, closets and shelving units as well as baseboard and trim work
- Read and interpret blueprints, drawings and sketches to determine specifications and calculate requirements
- Measure, cut, shape, assemble and join materials made of wood, wood substitutes, lightweight steel and other materials
- Fit and install trim items, such as doors, stairs, molding and hardware

Laborer

Joe's Flooring Ltd.

Halifax, NS

June 2004 – Dec. 2005

- Duties included lugging tile and hardwood, cleaning once was complete.
- Learned the basics of installing floor systems such as ceramic tile, engineered and laminate hardwood.

Line Cook / Waiter

Best Restaurant

Small Town, NS

July 2002– Aug. 2004

- Prepare and cook complete meals as well as individual dishes and foods
- Assisted in development of new menu, and adjusting menu prices to reflect changing market prices
- Schedule and supervise kitchen helpers
- Maintain inventory and records of food, supplies and equipment; monitor and order supplies.

English (ESL) Teacher

English Friends Academy

Seoul, South Korea

Feb. 2001 – Dec 2001

- Taught English as a Second Language to children from ages 4-17.
- Prepare courses for presentation to students according to approved curriculum
- Teach students using a systematic plan of lessons, discussions, and audio-visual presentations
- Assign and correct homework
- Prepare, administer and correct tests
- Evaluate the progress of students and discuss results with students, parents and school officials
- Identify children's individual learning needs

Education

Bachelor of Arts, Human Kinetics

St. Francis Xavier University

Antigonish, NS

1997 - 2001

High School Diploma

Small Town Academy

Small Town, NS

1992 - 1997