

JONATHAN BURGESS

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SUMMARY OF QUALIFICATIONS

- Experience providing customer service
- Personable and friendly individual who gets along well with others
- Able to meet deadlines and see tasks through to completion
- Strong understanding of Workplace Hazardous Materials Information Systems (WHMIS)
- Reliable and dedicated

PROFESSIONAL SKILLS & EXPERIENCE

Customer Service & Communication Skills

- Experience working in customer service as a cashier; assisted customers with shopping needs and transactions at Mission Services
- Good at conflict resolution; experience handling customer complaints and finding appropriate solutions
- Experience answering customer inquiries and attending to customer needs in a timely manner
- Excellent verbal communications skills; able to work productively and efficiently as part of a team

Time Management & Organizational Skills

- While working as an Army Cadet, demonstrated effective time-management skills by ensuring a strict training schedule was thoroughly followed, including waking up and going to bed at specific times
- While working as a prep cook at Luigis Pizzeria, ensured orders were prepared in a timely-manner and kept work station clean and organized
- At Mission Services, assisted with the organization and sorting of donation items; sorted items in accordance with color, style and sizing

EDUCATION & TRAINING

Smart Serve Certificate	2018
Goodwill Career Centre <i>London, Ontario</i>	
Ontario Secondary School Diploma	In progress
Thames Secondary School <i>London, Ontario</i>	

WORK HISTORY

Sorter/Cashier	2019
Mission Services <i>London, Ontario</i>	
Army Cadet	2007 – 2012
R.C.A.C. <i>London, Ontario</i>	
Prep Cook	2011
Luigi's Pizzeria <i>London, Ontario</i>	