

Adam Keynes

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PROFILE

- 4 years experience in customer service
- Excellent communications skills with an emphasis on imparting knowledge clearly
- Conscientious, thorough and trustworthy
- Ability and willingness to obtain industry designations and related educational courses
- Graduated with honours, focusing on Theoretical Econometrics, Statistical Methods and Data Analysis
- Fluent in both English and French

EDUCATION

Bachelor of Arts, Honours in Economics

DATE

Concordia University, Montreal QC

Diploma of Collegial Studies, Social Sciences

DATE

Vanier College, Montreal QC

LANGUAGE

French, English: spoken and written

COMPUTER SKILLS

Microsoft Office: Word, Excel, PowerPoint, Access

Linux

RELEVANT EXPERIENCE

Customer Service Representative

Banque Nationale, Montreal QC

DATE

- Provide quality customer service in English and French, assisting customers with a wide variety of banking transactions in a knowledgeable, courteous and efficient manner
- Identify customer needs and match them with appropriate products and services
- Ensure that security and safeguarding procedures for the prevention of loss are followed

Teacher's Assistant

Concordia University, Montreal QC

DATE

- Corrected and marked students' exams and entered grades into spreadsheet
- Assisted students with assignments in Statistics

OTHER WORK EXPERIENCE

Customer Service

Future Shop, Montreal QC

DATE

- Assessed customer needs and provided advice and appropriate product recommendations
- Kept up to date on latest electronics products, including detailed product specifications
- Handled customer transactions and balanced the cash till at closing
- Accurately placed customer orders and entered client and product data into the system
- Served customers in both English and French

Waiter

DATE

Joe's Kitchen, Laval QC

- Explained menu and specials to customers and offered suggestions
- Prioritized actions while under pressure keeping a professional demeanour
- Assured the best possible dining experience through conscientious attention to patrons' needs

Busboy

Al Dente, Laval QC

DATE

- Organized and planned the setting up of dining tables, maintained a clean and elegant environment for restaurant patrons at all times
- Cleared and set tables, filled water pitchers and utensil trays in a timely fashion
- Worked effectively as part of a service team in a fast-paced environment

EXTRACURRICULAR EXPERIENCE

Student Volunteer – Open House

Concordia University Montreal QC

DATE

- Welcomed prospective students and provided them with information about university activities
- Offered support and guidance to prospective students and guests

VOLUNTEER EXPERIENCE

Assistant Coach

Laval Little League Soccer Team

DATE

- Coached and encouraged children to work as a team
- Prepared weekly exercises and drilled players in preparation for games
- Communicated with parents and organized snack schedules

INTERESTS

The Economist magazine, Italian cinema, soccer, hockey

References available upon request