

Pedro Conde

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About me

I am a proactive and imaginative person, that wants to demonstrate my skills in a customer-focused environment. With a year of experience in customer service, I excel in helping customers with their orders, working as a part of a team and handling transactions at the register. The key to customer satisfaction is attentive listening and empathy, and I always strive to create a positive experience to everyone I talk with. Whether handling transactions, making orders or ensuring the place is tidy and organized, I am dedicated to delivering the best service possible. I am also willing to further improve my skills and learn new ones as the job requires.

Education

2021 -2023: New Westminster Secondary School (grade 10 &11).

2023 - Jan. 2024: Pinetree Secondary School (grade 12 - early graduation).

Work Experience

Landmark Cinemas - Cast Member (March 2023 - present)

- **Customer Service:** Assisted customers with their orders and directed them to their theaters with positivity and empathy. Recommended products and provided information about company deals, sales, and memberships.
- **Order Preparation:** Prepared and served concessions, ensuring accuracy and speed in fulfilling customer orders.
- **Team Collaboration:** Worked closely with co-workers to maintain an organized and efficient environment, promoting respect and strong working relationships.
- **Following Instructions:** Listened attentively to supervisors' instructions and assisted with various tasks, demonstrating a willingness to learn and take on new responsibilities.
- **High-Pressure Environment:** Excelled in a fast-paced, high-pressure setting during rush hours, efficiently managing a large volume of customers while keeping the area clean and organized.

Skills

- Teamworking
- Multi-tasking
- Customer Service
- Time management
- Organizing
- Product knowledge
- Good memory
- Problem-solving
- Communication skills
- Attention to detail
- Sanitation practices
- POS systems operation

References

Ritika Bisht - Full-time Manager at Landmark

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