

A [REDACTED] G [REDACTED]
(647) [REDACTED] • [REDACTED]@gmail.com • [REDACTED] ON

WORK EXPERIENCE

[REDACTED] **May 2019 – Present**
Ottawa, ON
Customer Service Consultant

- Connect and build rapport with a variety of customers by actively listening to customers, asking the right questions, and offering solutions (products and services) which cater to customer needs
- Drive the sale of [REDACTED] products and services by consistently meeting/exceeding individual sales targets
- Complete accurate transactions and record-keeping in a timely manner
- Be at ease working in a structured and goal-oriented environment (sales, call duration, quality, customer retention)
- Cross-trained in wireless, digital home service, [REDACTED] home service, and smart home monitoring

[REDACTED] **Jan. 2018 – May 2019**
Ottawa, ON
Department Lead

- Presenting customers with a variety of products and services to meet their needs to host their event
- Interacting with customers and positively promoting company weekly deals
- Coordinating the inventory list, packaging, and transferring of products between multiple departments and stores, and overall organization in the shop
- Promoting and selling event order packages to clients and processing payments.

[REDACTED] **Sept 2014 - Nov. 2017**
Ottawa, ON
Pharmacy Assistant

- Filing and performing accuracy checks on prescriptions on Kroll computer software
- Demonstrated empathy and patience to support the customer in a tactful and effective manner
- Ordering, stocking, cashier duties as assigned by OTC and/or Pharmacy manager
- Calling patients, medical practitioners, and insurances to problem solve and quickly and safely dispense meds

EDUCATION

University [REDACTED] **June 2019**
Ottawa, ON
Bachelor of Science

- Concentration in Biology
- Attendance and interests in healthcare conferences and symposiums

SKILLS & CERTIFICATIONS

- **Certifications:** Smart Serve, WHIMIS, Food Safety, CPR C + AED
- **Skills:** Strategic planning, fast learner, efficient, customer interaction, adaptability, team player

Reddit This Month Customer Service

Tim Frick



Reddit This Month Customer Service:

Social Media Marketing For Dummies Shiv Singh, Stephanie Diamond, 2020-01-22 Make friends and sell things to people through social media Social media technology is restlessly inventive providing thousands of awesome ways for you to market your business inexpensively and on a large scale often directly into the pockets of consumers But in the proliferating ever changing world of tweets influencers handles and alerts it can be hard to know where to begin and then to evaluate what s actually working for you In the new edition of Social Media Marketing for Dummies leading SMM voices Shiv Singh and Stephanie Diamond clear away the confusion and show you the smartest most effective ways to plan launch manage and assess your campaigns and then iterate and optimize for increased success Incorporating the latest trends and presented in a friendly easily digestible step by step style you ll find the ultimate blueprint for developing your best SMM strategy In no time you ll find out how to line up with Facebook Twitter Tumblr and Google develop a unique and compelling voice and influence your key audience all the way to the bank Choose the best SMM combination for you Avoid common mistakes and pitfalls Track your customers from awareness to retention Try out the latest stuff that really works Whether your organization is large or small it simply doesn t pay to be shy Find your voice get social and chat your way to attracting and keeping new customers today Million Dollar Weekend Noah Kagan, 2024-01-30 AN INSTANT NEW YORK TIMES

BESTSELLER A lively read that provides a practical step by step guide to founding a business The Financial Times It s time to leapfrog the only hurdle between you and a million dollar company More people than ever want to be their own boss but venturing forward with your own business can be hugely intimidating Are you investing effort in ideas that have no basis in customer demand Are you shying away from even considering starting your own business Noah Kagan knew this feeling all too well but has since discovered how to banish the one simple thing holding aspiring entrepreneurs back to become a 7 figure founder **MILLION DOLLAR WEEKEND** offers an into the deep end process for overcoming fear and perfectionism and making the business of your dreams a reality Step by step Noah shows what it takes to oust fear and build the ask muscle and shares practical advice that every entrepreneur needs to master By demystifying what it takes to start a business turning risk into realistic action and fear into fun this is the beginning of your journey to successful entrepreneurship And the best part You can kickstart this process in a weekend **Digital Marketing** Annmarie Hanlon, 2025-03-15 Your complete and accessible guide to all aspects of digital marketing from tools and channels to strategy planning and marketing management This fully updated third edition explores the application of AI in marketing how digital disruption leads to transformation and the Metaverse and its different realities It also highlights the UN Sustainable Development Goals in each chapter and how these apply to marketing With an excellent blend of theory research practice and application key features include New case studies from a range of global organizations from 20 countries including Back Market Spotify and Nykaa A new running case study throughout the book which looks at Uber Ethical Insights which highlight responsible marketing and support PRME

Professional Skills which address employability Discover More and Digital Tools text boxes Activities exercises and Smartphone Sixty Seconds icebreakers which help students apply their understanding of each chapter Essential reading for all students and practitioners of digital marketing *Global Content Marketing: How to Create Great Content, Reach More Customers, and Build a Worldwide Marketing Strategy that Works* Pam Didner, 2014-12-19 Engage Customers Around the World with Cross Regional Content Marketing Technology has virtually erased national borders forever transforming the way we reach and engage customers as well as the way we search for and consume content Global Content Marketing takes you step by step through the process of creating and refining your strategies to meet this new reality LEARN HOW TO Create content that engages people regardless of their country and culture Identify key actions and strategies to apply to your projects Connect dots that others don't see and connect them in ways you never thought of before Content marketing across geographies is a different animal In this smart practical and authoritative book Pam Didner has tamed this animal for all of us DOUG KESSLER Creative Director Velocity A valuable guide to developing and distributing your global content effectively NANCY BHAGAT former VP Global Marketing Strategy Intel and current Divisional CMO TE Connectivity This book is the blueprint for engineering a modern scalable content marketing operation PAWAN DESHPANDE CEO Curata Finally the book that explores all critical aspects of global content marketing Whether you are a small business or a Fortune 500 company it is essential to understand the 4P's developed by Pam Didner Read it and take your content strategy to the whole new level EKATERINA WALTER author of Think Like Zuck and coauthor of The Power of Visual Storytelling *Guerrilla Marketing* Jason Myers, Jay Conrad Levinson, Merrilee Kimble, 2022-03-01 Focused on low cost strategic marketing concepts that will creatively promote a compelling product or service Guerrilla Marketing's winning approach relies on knowledge time energy and imagination rather than a big marketing budget Now the winning continues with Guerrilla Marketing Volume 2

Strategic Market Management David A. Aaker, Christine Moorman, 2023-10-13 Learn to identify select implement and adapt market driven business strategies for profitable growth in competitive markets In Strategic Market Management David Aaker and Christine Moorman deliver an incisive practical and up to date guide for identifying selecting implementing and adapting market driven business strategies in increasingly complex dynamic and crowded markets The authors provide the concepts frameworks tools and best practice case studies required to develop capabilities in key strategic marketing tasks achieve high quality decision making and drive long term profitable growth Extensively revised and updated the twelfth edition of Strategic Market Management offers newly written chapters focused on growth and branding that reflect cutting edge frameworks based on the most recent research and the authors experiences with leading companies New real world examples and stronger frameworks including cutting edge approaches for environmental analysis offering market selection and target market selection New digital marketing strategy topics including the metaverse algorithmic bias augmented reality influencers and gamification are integrated throughout the book Strategic Market Management Twelfth Edition is an

excellent textbook for courses at all levels that seek a strategic view of marketing such as Strategic Market Management Strategic Market Planning Strategic Marketing Marketing Strategy Strategic Planning Business Policy and Entrepreneurship It is also a valuable reference and guide for MBA and EMBA students managers planning specialists and executives wanting to improve their marketing strategy development and planning processes or looking for a timely overview of recent issues frameworks and tools The Hindu Index ,2006 Designing for Sustainability Tim Frick,2016-08-23 Pixels use electricity and a lot of it If the Internet were a country it would be the sixth largest in terms of electricity use That s because today s average web page has surpassed two megabytes in size leading to slow load times frustrated users and a lot of wasted energy With this practical guide your web design team will learn how to apply sustainability principles for creating speedy user friendly and energy efficient digital products and services Author Tim Frick introduces a web design framework that focuses on four key areas where these principles can make a difference content strategy performance optimization design and user experience and green hosting You ll discover how to provide users with a streamlined experience while reducing the environmental impact of your products and services Learn why 90% of the data that ever existed was created in the last year Use sustainability principles to innovate reduce waste and function more efficiently Explore green hosting sustainable business practices and lean agile workflows Put the right things in front of users at precisely the moment they need them and nothing more Increase site search engine visibility streamline user experience and make streaming video more efficient Use Action Items to explore concepts outlined in each chapter **Pitching and Closing: Everything You Need to Know About Business Development, Partnerships, and Making Deals that Matter** Alexander Taub, Ellen DaSilva, 2014-08-29 EVERYTHING YOU NEED TO BUILD REVENUE GENERATING PARTNERSHIPS Corporations have profited from strong business development strategies for years So it s no surprise that of the half million new businesses created each year the most successful ones are driven by business development Now savvy professionals on the business side of a startup have a reliable guide to perfecting the partnership strategies that will quickly add value to any company Pitching Closing gives you concrete action steps for mastering the specific skill set today s business development professionals need to define their roles and meet revenue expectations Written in practical terms by playmakers at Twitter and SocialRank this A to Z guide walks you through forging relationships pitching a company s product building a network sourcing deals making rejection positive and staying cool while closing large deals Firsthand accounts from business development executives across many industries from tech to television to finance bring to life such topics as How to consistently identify and land the best strategic alliances for your business Why people say yes and why they say no Etiquette for making introductions and reaching out to people in ways that elicit responses Monitoring core metrics to know where to invest your time In addition to implementable advice and techniques from the top minds in the industry this complete resource features an entire section of best practices for every step of the partnering process Make your moves with the confidence of having a team of experts at your back The road

from startup to IPO starts with Pitching Closing PRAISE FOR PITCHING CLOSING This book is a must read for anyone in the business of transforming professional relationships into powerful strategic partnerships Adam Bain President of Global Revenue at Twitter Pitching Closing does a phenomenal job of giving you a seat in the room during some of the biggest business development deals of late Anyone who reads this book will come away with a deep understanding of business development in the world of startups Dylan Smith CFO of Box Pitching Closing is the definitive guide to partnerships for the next generation of entrepreneurs and business leaders Adam Braun Founder and CEO of Pencils of Promise An honest and insightful look at the delicate and complex handling of business development that guides readers on how to turn good ideas into great partnerships Kyle Kelly Business Development Analysis at Zappos com Alex Taub and Ellen DaSilva have written the bible for business development in startup land a well researched easily accessible accounting of best practices and tips of the trade from the people who are leaders in opening and closing deals that define some of the most exciting new companies on the landscape Laurie Racine Board Member Creative Commons I never thought I d read a book that not only explains how nuanced business development can be but also actually gives you what you need to take teams big and small to grow their business through partnerships Impressive and fun to read Paul Murphy CEO of Dots and Partner at Betaworks Bank Marketing ,1995-07 **Library Literature & Information Science** ,2007 An index to library and information science literature **Industrial Marketing** ,1959 **Corpus Juris ... Annotations** ,1934 **Motor Cycling and Motoring** ,1963-02 *Joint Committee Meeting of Senate Higher Education Committee [and] Senate Legislative Oversight Committee* New Jersey. Legislature. Senate. Higher Education Committee,New Jersey. Legislature. Senate. Legislative Oversight Committee,2016 **Tobacco** ,1927 **Indiana Farmer's Guide** ,1935 Parks & Recreation ,1953 **Mason's United States Code Annotated, 1926** United States,1934 American Lumberman ,1904

Reddit This Month Customer Service Book Review: Unveiling the Power of Words

In some sort of driven by information and connectivity, the energy of words has be more evident than ever. They have the capacity to inspire, provoke, and ignite change. Such is the essence of the book **Reddit This Month Customer Service**, a literary masterpiece that delves deep in to the significance of words and their affect our lives. Compiled by a renowned author, this captivating work takes readers on a transformative journey, unraveling the secrets and potential behind every word. In this review, we shall explore the book is key themes, examine its writing style, and analyze its overall impact on readers.

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