

Jean-Nicolas Rouette

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Summary

I have years of experience working in customer service and am bilingual in French and English. My education, experience, capability to work in groups on large scale projects, strong work ethic & eagerness to cooperate with others in any environment makes me a well-rounded reliable employee.

Education

University of Calgary, Schulich School of Engineering

- Currently working on the second year of a Bachelor's Degree in Engineering. By the end of the current school year, I will have completed 60 credits towards the Engineering Degree.
- Some relevant courses (completed by summer 2023):
 - Engineering Design, Innovation & Entrepreneurship
 - Engineering Statics
 - Engineering Practices for Data Management

Joanne Cardinal-Schubert High School (Sr High School)

Grades 11 and 12 (2018 – 2020)

Dr. E.P. Scarlett High School (French Immersion Sr High School)

Grade 10 (2017 – 2018)

Employment History

Oct 2020 to Sep 2021: Save On Foods

- My main position was Department Specialist for Produce and Floral.
 - In this position, I worked on and took care of the Produce and Floral department of the store. This included opening the

departments, restock and close the department and more. This position also allowed for lots of customer service experience as I was often the first interaction that clients had entering the store and helped them with questions and concerns beyond my specialized departments. Lastly, I received, handled and stored freight.

- Cashier
 - As a cashier, I improved my customer service skills as I had to handle many customers in a fast-paced environment while making sure that the customer's needs were attended to.
- E-Commers
 - In this position, I learned to use the company software that is used to handle the online orders. While fulfilling orders, I made decisions on what to do when we were unable to provide the customer with some of their requests. I was in charge of customer service for the ecommerce and had to resolve their issues on the fly.
- Grocery
 - The Grocery Department was entirely based on teamwork, we received enormous amounts of stock and we strategically dealt with the items to be as efficient as possible.

Jun 2018 to Oct 2020: Cineplex Cinemas Seton and VIP

Worked at different positions:

- Stock maintenance
 - In stock I successfully completed my physically demanding duties of handling and organising large quantities of receivables. I single handedly took initiatives to improve organisation procedures to improve workplace efficiency while maintaining good attention to detail.
- Concession
 - At Concession I sold and prepared food and merchandise in a fast-paced environment. I prioritized Customer satisfaction and successfully handled in person customer complaints. I utilized communication skills in both languages to respond to questions and relay relevant information in a friendly but concise way.

- Floor supply
 - I collaborated with colleagues to complete set sanitary tasks to meet timely deadlines. This included sanitizing and tidying theatres before the next showing. Furthermore, I continued to take initiatives to make sure the clientele was satisfied by being available to take questions and complaints.
- Outtakes (till & kitchen)
 - In outtakes, I memorized company recipes to produce quality dishes in a fast-paced environment. I gained experience working with various food service equipment such as deep friers and latte machines as well as many non consumer level appliances. This was a very team-oriented position whose accuracy and quality relies on efficient and clear communication between colleagues.

2017 to 2018: Lawn mowing

Door-to-door clients

2015-2016: Assistant cook

Help in the kitchen for a small family business

2015: Distribution of flyers for a housekeeping business

Door-to-door distribution of flyers

Skills and abilities

- Aptitude for technology (Fixed phones, built computers and built/coded RC car)
- Team Oriented
- Bilingual French and English
- Impressive attention to detail

- Strong communication skills
- Experienced with Customer Service
- Full class 5 Alberta driver's license

Volunteering History

Summer 2017: Ultimate Leader Program at YMCA in Seton

Taking care of kids from 4 to 13 years old (120 hours)

References

- Provided upon request