JULIA SANTOS

Toronto, ON · juliasantos@examplemail.com · (999) 999-9999

EDUCATION

Human Resources Management (Bachelor of Commerce)   Expected Graduation 20XX
Humber College, Toronto, ON
- Key courses: Training and Development, Performance Management, HR Metrics and Analytics

CORE COMPETENCIES

TRAINING AND LEADERSHIP

Team Lead, *THE BODY SHOP,* Toronto, ON   Month 20XX – Month 20XX
- Trained 15 new seasonal staff in new product information and selling strategies to optimize customer interactions with increased store traffic during holiday seasons
- Measured individual sales performances for each customer consultant against store KPIs and delivered evaluation in order to exceed monthly store goals by 7%
- Motivated team during mystery shopper events by encouraging a proactive environment and incentivizing improved sales performance

Peer Mentor, *First Year Experience | Humber College*, Toronto, ON   Month 20XX – Month 20XX
- Led a group of 20 first-year students in navigating their transition into college by informing them of available resources and accessible services

COMMUNICATION AND RELATIONSHIP MANAGEMENT

Customer Service Representative, *TD Canada Trust*, Toronto, ON   Month 20XX – Month 20XX
- Supported over 100 clients in personal and commercial banking with financial requests
- Provided exceptional customer service by identifying unique needs and tailoring solutions with accurate product matching in order to maintain client retention of 95% over 3 years
- Communicated with clients in-person and over telephone to manage financial accounts and offer recommended products based on transactional history to build positive client rapport

CONFLICT MANAGEMENT

Sales Representative*, Rogers Communications*, Toronto, ON   Month 20XX – Month 20XX
- Managed all customer inquiries by transferring concerns to appropriate department
- De-escalated conflict using excellent interpersonal skills in fostering an environment for customers to express their concerns and suggest appropriate offers to compensate for any errors

TECHNICAL SKILLS

- Microsoft Office (MS Word, Excel, Outlook, PowerPoint)
- HRMS/HRIS (Oracle Taleo)