

Nicole Carter

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Highlights of Qualifications

- Experience with monitoring over 200+ products in busy retail environments
 - Current police foundations student knowledgeable in law enforcement methods and techniques
 - Proven ability to de-escalate situations using effective conflict resolution skills with irate clientele
 - Excellent problem solving skills demonstrated through investigation and analysis of all concerns
 - Proficient in Microsoft Office, including MS Word, Excel and PowerPoint
 - Fluent in English and French with professional oral and written literacy
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Education

Police Foundations (Diploma)

September 2018 – present

Humber Institute of Technology and Advanced Learning

Toronto, ON

- Completed courses in Community Policing, Criminal Code, Justice Communications and Report Writing
 - Cumulative GPA of 83% and consecutive Dean's List student (all semesters)
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Work Experience

Sales Associate / Floor Lead

November 2018 – present

LUSH Cosmetics

Toronto, ON

- Manage sales floor and oversee foot traffic with attentive surveillance to prevent theft
- Train new employees by communicating protocol, taking note of individual sales progress against goals
- Conduct regular audits to ensure stock on floor and in storage matches the documented technical counts
- Provide customer service by conveying product benefits and general skincare information as requested

Customer Service Representative

March 2016 – August 2018

Rogers Communications

Toronto, ON

- Answered inquiries in-person and over the phone regarding all product and software issues, requiring an in-depth familiarity with available offers at the store
 - Administered appropriate assistance to urgent customer concerns with diplomacy, providing solutions and helpful resources to ensure customer satisfaction and retention
 - Discussed store policies and terms and conditions to customers to ensure their informed purchases
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Extracurricular Experience

Campus Walk Volunteer

January 2018 – April 2018

Humber Institute of Technology and Advanced Learning

Toronto, ON

- Patrolled the campus and monitored for suspicious activity, reporting to authorities as required to cultivate safety for all students