‍‍Ryan J. Perks

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Objective

* To find a position with a company that understands my abilities and allows me to learn and mature both socially and professionally in a safe, supporting environment.

Skills & Abilities

Customer service

* Experienced in managing multiple accounts in multiple territories
* Can speak and write for communication in English or French
* Ability to learn products quickly and can retain information for use during Trade Shows and other interactions with clients
* Excellent telephone manner and language ability for all correspondence with clients

creative thinking

* Experience in document creation and design and social media management (WordPress, LinkedIn, Facebook Pages)
* Document translation and creation from existing templates
* Intermediate/Advanced user of MS PowerPoint, Excel, Word, and Access
* Experienced creative writing for training, publishing, advertising or social media

administration

* Can type up to 85 WPM and have extensive experience in all office equipment (computer, fax, printers, networking)
* Experience in Spreadsheet management, inventory control, Order processes and Tracking
* Experience answering phones and making cold and warm calls over dialer or independently
* Hard working and willing to work any shift required (including overnights/weekends/holidays)
* Ability to learn and adapt quickly to new office software and procedures, experienced temporary worker

Work History

**managing partner | trinityheart studios | june ‘12 - present**

Handle all facets of marketing and social media, business planning and any administrative tasks.

**bilingual customer care specialist | clean scene inc | nov ‘10 – mar ‘11**

Schedule, follow-up, and problem solve for bilingual customers acting as liaison for cleaning teams.

**office administrator/deliveries/sales | beaches living guide | june 09 – may ‘10**

Customer services including selling ad space, following up for additional sales and resolving any issues.

**personal assistant | wafa masri, re/max realty | august – oct ‘09**

Helped agent reorganize filing system, developed website for new service, helped set-up for open houses.

**night auditor/client services rep | hampton inn guelph | oct ‘07 – june ‘08**

Handled all facets of hotel management including breakfast set-up, security, client check-ins and outs, reservations, and all internal concerns.

**debt recovery specialist | credit bureau of canada inc | june – oct ‘07**

Assisted in all facets of debt collection for business to business including maintaining quota and managing debtor files for new client Bell ExpressVu Satellite TV. Designed return program for old equipment.

**bilingual inside sales | first data corporation | mar – june ‘07**

Three month placement enabled me to learn a new way to process orders, and help get large backlog of French files organized. Helped in sale process of Merchant Service (For debit and credit cards) for TD Bank.

**bilingual sales and service | action imports | mar ‘05 – mar ‘07**

Handled day-to-day transactions, orders, follow-ups and general office duties including set up and tear down of major trade show exhibit.

**contract temporary worker | general motors acceptance corp | nov 02 – oct 03**

Helped in company reorganization including updating and processing old transactions, following up with delinquent payments, and escalating to management where required.

**afternoon manager – pizza specialist | mrs. vanelli’s | mar – nov ‘02**

Managed afternoon staff, handled cash deposits and end of day receipts. Made pizza and ensured all products restocked where required.

**bilingual lead operator| one call conepts call before you dig | mar 99 – mar ‘02**

First job after high school. Handled incoming calls regarding utility location, processed and mapped fax requests and sent to appropriate companies for dig clearance. Worked with two staff during overnight periods and also handled dispatches for emergencies.

Interests & Hobbies

* Chief Scout of Canada (Survival and leadership training, negotiation, team work)
* Avid military and World War I & 2 historian and enthusiast
* Aspiring science fiction writer, including blog and novel with over 1000 followers
* Advanced user of technology (computers, office equipment, phones, etc)

Education

* Mature student status (High school equivalency)
* Kaizen Leadership Program graduate (2002)
* Winner of “Encounters with Canada” National Essay contest (1995)

references and work samples available upon request