



JHON PETER

ENGLISH CUSTOMER
SERVICE

EDUCATION

2018-2021

WILFRID LAURIER UNIVERSITY

- Bachelor of Languages and Digital Communications

2015-2017

LOYOLA HIGH SCHOOL
(MONTREAL, QUEBEC)

- High School Diploma

SKILLS

- Empathy
- Point-of-sale proficiency
- Computer skills
- Interpersonal skills
- Problem-solving

LANGUAGES

- English . C1
- French . C1
- Italian . A2
- Chinese . A2

PROFILE

Dedicated customer service Representative with over a year of experience in sales and customer service, specializing in providing solutions for critical electrical infrastructure and power systems. Strong communicator with a proven ability to manage orders, quotes, and resolve customer issues effectively. Seeking to leverage technical knowledge and customer service skills to enhance customer satisfaction and drive success in a team-oriented environment.

WORK EXPERIENCE

CORSAIR

JAN.2023-MARCH.2023

Corsair Customer Service Representative.

- Communicated with customers and representatives to provide updates on deliverables and resolve issues with minimal supervision.
- Collaborated with the team to track customer feedback and implement solutions to drive customer satisfaction.

CISION CANADA

OCT.2021-OCT.2022

CISION CANADA Customer Service Agent

- Delivered exceptional customer care to both internal and external clients, consistently meeting service-level agreements.
- Respond to all live customer queries immediately with 24-hour resolution times
- Report issues to management within 24 hours,