

Pedro Rengel

5703 Hadley av.
Montreal, Quebec, H4E 3N3
(514) 291-6499
pedrorengelt@gmail.com

PROFILE

- Self-motivated professional. Thrives in a demanding environment.
- Attention to detail in time-sensitive situations.
- Handling of complicated customer cases.
- Team-player.
- Good interpersonal skills.
- Enjoys a challenge and takes on responsibility.
- Extensive experience in customer service and technical sales.
- Fluent in English, Spanish, and French.

WORK EXPERIENCE:

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|-------------------------|--|
| June 2019 - Present | Dupray
Customer Service Representative // Montreal, Quebec <ul style="list-style-type: none">• <i>Aided customers by phone with returns, repairs and purchasing of steam cleaners, as well as general inquiries.</i>• <i>Met and surpassed sales targets.</i>• <i>Converted complicated customer stories into accolades for the company.</i>• <i>Earned a quick succession of bonuses and promotions due to outstanding sales performance.</i>• <i>Performed repairs on returns.</i> |
| February - June 2019 | Eswipe
Sales Representative // Montreal, Quebec <ul style="list-style-type: none">• <i>Contacted businesses to generate leads for the closing team. Sales of payment processing solutions.</i> |
| January - February 2019 | Garde Manger
Line Cook // Montreal, Quebec <ul style="list-style-type: none">• <i>Worked the cold station full time.</i> |
| October - December 2018 | GoodFood
Customer Service Representative // Montreal, Quebec <ul style="list-style-type: none">• <i>Aided customers by phone or online chat in whatever problems they may experience using the makegoodfood.com meal delivery service.</i> |
| January 2017- July 2018 | VistaCampo
Social Worker // Caracas, Venezuela <ul style="list-style-type: none">• <i>Assisted with all daily tasks at a Venezuelan NGO helping underprivileged citizens in an in-patient system.</i> |

- May - September 2016 Moische's
Dishwasher / Prep Cook // Montreal, Quebec
- *Worked as a dishwasher and quickly moved to kitchen helper responsible for preparing coleslaw salad, sauces, general prep work, as well as working the line cooking and serving side dishes and deserts*
- Spring 2011 - Winter 2013 Rogers Wireless
Customer Service Representative // Montreal, Quebec
- *Aided customers by phone with all issues regarding their wireless service.*

EDUCATION:

- Fall 2008 - Fall 2010 Dawson College Montreal, Quebec
General Social Science
- 2003 - 2008 Colegio Integral El Avila Caracas,
Venezuela
High School

LANGUAGES: Fluent in English, Spanish and French.