

# ALICIA MARSHALL

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## PROFILE SUMMARY

- Ability to provide exceptional customer service and to engage and quickly connect with clients.
- Proficient in Microsoft Office including Word, Power Point, Excel and Outlook.
- Excellent written and oral communication skills and the ability to work independently, as part of a team and in a fast-paced environment with flexibility to adapt to changes.

## WORK EXPERIENCE

### Customer Support Representative

Ivari Insurance, Toronto, Ontario

2023 - 2024

- Answered incoming calls about insurance policies and insurance coverage issues showcasing excellent verbal communication skills.
- Kept records of customer interactions, inquiries and comments demonstrating strong attention to detail and record-keeping abilities.
- Followed up with clients within established service standards.
- Consistently exceeding service standards, emphasizing a dedication to excellence.

### Bakery Clerk

Fortinos Supermarket, Toronto, Ontario

2021 - 2023

- Prepared a wide range baked goods such as bread, cakes, and cookies.
- Managed customer service inquiries delivering a positive and engaging customer experience.
- Efficiently packaged, labeled, and priced products for self-service emphasizing attention to detail in merchandising.
- Fulfilled bakery orders for customers.

### Cast Member

Cineplex Entertainment, Toronto, Ontario

2017 - 2019

- Operated a computerized cash register.
- Welcomed and assisted customers while answering inquiries about showtimes.
- Took precise orders from customers and input their selections into computer systems, prioritizing order accuracy and attention to customer preferences.
- Skillfully managed various payment methods, including cash, credit cards, and automatic debit, demonstrating financial acumen and trustworthiness.

## EDUCATION

### Ontario Secondary School Diploma – College English Award

Thistletown Collegiate Institute, Toronto, ON

2018

### Performing Arts Fundamentals Certificate Program

Centennial College, Toronto, ON

2020