

DANIELLE TESSARO

E: danielletessaro14@outlook.com
P: 289 795 8152 **A:** Oakville, ON L6M 0A5

PROFESSIONAL SUMMARY

Experienced customer service employee working in dynamic, fast-paced environments. Excellent interpersonal skills and outgoing personality. Hard worker who is passionate about learning and a problem solver. Interested in a career of marketing and or sales.

WORK HISTORY

Glen Abbey Golf Club - Pro Shop Attendent

Oakville, ON • 05/2018 - 09/2020

- Booked and checked in tee times for members and the public
- Helped organize and run member events
- Answered phone calls and emails about general inquiries within Glen Abbey
- Helped customers complete purchases, locate items within the pro shop which increased satisfaction and sales numbers.
- Greeted customers and helped with product questions, selections, and purchases including in-store and e-service transactions.
- Developed and maintained courteous and effective working relationships.
- Processed POS transactions, including checks, cash and credit purchases or refunds.
- Trusted to close

InStep Activewear - Key Holder

Oakville, ON • 04/2016 - 08/2018

- Performed as integral staff member in streamlining opening and closing procedures.
- Assisted and managed with team responsibilities by cleaning, managing cash registers and product merchandising.
- Educated customers about product and service offerings, special deals and newly released offerings to help each person make informed choices.

SKILLS

Exceptional customer service skills
Excel proficiency
Natural Leader
Creative
Organized
Responsible
Hard worker
Team player

EDUCATION

University Of Western Ontario

London, ON • Expected in 05/2022

Bachelor of Management And Organizational Studies:(BMOS)

Honors Specialization in Consumer Behaviour.

Member of Alpha Gamma Delta: Director of Sisterhood and Wellness (present)

* Plan team building events for over 85 girls by weekly while adhering to COVID 19 protocol.

- General member of Western's Marketing Association

OTHER

- Alumni of the Junior Achievement Program. (2015-2018)
- Worked on the executive board for two years. (VP of Human Resources)
- Was top three for the Human Resources Award through Junior Achievement within Ontario at the University of Toronto.
- Received a scholarship to attend The Next Generation Leadership Conference through Junior Achievement at York University. (Summer 2016)

HOBBIES

- Health and fitness, yoga, travelling and fashion

