

Tam Nguyen

403-280-3769 | tamng105@gmail.com

SKILLS SUMMARY

- Proven organizational abilities honed through experience as a bookstore clerk
- Demonstrates a strong work ethic through unwavering punctuality
- Communicates professionally at all times
- Detail oriented; responsible for preparing book order damage reports at Ambrose University bookstore
- Bilingual; able to speak to customers in English and Vietnamese

WORK EXPERIENCE & VOLUNTEERING

Customer Service Representative

Ambrose University Bookstore, Calgary, AB
2019

Feb 2019 – May

- Provided excellent customer service by quickly processing transactions
- Answered telephone inquiries in a courteous and professional manner
- Received incoming stock, priced items accurately and shelved according to book type and author name
- Prepared online orders for shipment to customers
- Completed a detailed monthly inventory with high attention to detail
- Maintained a clean retail environment by dusting shelves and keeping workspace free from clutter

EDUCATION AND TRAINING

Pro-Serve Certification, Alberta Liquor and Gaming Commission

August 2019

High School Diploma, Lester B Pearson High School, Calgary, AB

June 2014