

**Nalenie Persaud**  
1606-1350 Danforth Rd  
Scarborough, ON  
M1J 1G3  
(647) 430-9374 Home  
(647) 865-4625 Cell  
Email: [naleniep@live.com](mailto:naleniep@live.com)

March 9, 2019

Dear Sir/ Madam:

It is my caring nature and genuine concern for people that motivated me to seek training as a **Customer Service Representative**. Prepared now with the technical skills to complement my personal attributes, I am the ideal candidate to fill the position you have available in your office.

I am detail oriented, accurate, and efficient when completing tasks. My communication and customer service skills are excellent and I have a professional telephone manner. As a team player, I have worked well with co-workers and all levels of management. My team has described me as a flexible, determined and professional. In all of my past positions, I have demonstrated excellent organizational and time management skills.

I am confident that I have the necessary skills to satisfy the requirement of this position. I look forward to meeting with you to discuss my skills. Please contact me at (647) 430-9374 to arrange an interview.

Sincerely

*Nalenie Persaud*

**Nalénie Persaud**  
**1606 - 1350 Danforth Rd, Scarborough, Ontario, M1J 1G3**  
**(647) 430-9374 home (647) 865-4625 cell**

**OBJECTIVE:** A position as a Customer Service Representative

**PROFILE:**

- Extensive experience providing high quality customer service within a variety of settings
- Demonstrated ability to communicate information about products and services to customers of diverse background and needs
- Able to quickly assess situations with customers and problem solve to ensure their satisfaction
- Very organized; able to prioritize multiple tasks and complete all assignments on time
- Strong leadership skills and team oriented; skilled at collaborating effectively to get the job done
- Creative, enjoy challenges, flexible and determined
- Experience in Industrial, house, renovation restoration cleaning
- Experience in Modeling/Acting, for movies, T.V. shows, commercials, and music videos
- Experience making beaded and wire jewelry
- Experience in Chair Massage
- Experience in Healing Body Massage

**EMPLOYMENT BACKGROUND:**

**Model/Actress & Jewelry Designer**

**2014 - Present**

Faces and Places Talent Agency Inc, TMH Management, L.A. Entertainment  
CastMeBg, OnSetTalent, BgRated and Bcast Toronto, ON

- Performs as directed by AD or Director or Photographer
- Always happy to perform, detail oriented, Punctual
- Can improvise on sets, without direction. E.g. taking care of injured patients on T.V. series
- Ability to travel, perform talents when asked, ability to work 16 hrs days, perform safely
- Make beaded jewelry, with different materials, and do custom designs, wire wrapped crystals
- Design and make Stainless Steel wire jewelry, earrings, necklaces, bracelets, pendants, keychains

**Order Taker, Dispatcher**

**Sept 2008 – Apr 2013**

Innovative Vision Management, Toronto, ON

- Managed a busy phone line, processing multiple orders in a professional, friendly and timely manner
- Provided detailed and accurate information about the products to assist customers in making decisions
- Effective problem-solving skills to deal with difficult situations to maintain return business
- Operate ordering software efficiently and accurately, to ensure satisfied Customers & Supervisors
- Processed payments through system from credit cards, meal plan cards and corporate business accounts

**Customer Service Representative**

**Mar-July 2003**

Lazina's Cafe, Toronto, ON

- Presented menus to customers and answered questions about menu items, making recommendations when needed
- Served food or beverages to patrons, and prepared specialty dishes based on requests
- Checked with customers to ensure that they are enjoying their meals and took action to correct any problems
- Processed payments by cash credit and debit
- Maintained a clean, safe and sanitary environment

**Customer Service Representative**

**2000 - 2001**

Select Sandwich, Mississauga, ON

- Received orders by phone, prepared and delivered catered orders to office functions
- Prepared dishes and served customers making sure that they were satisfied with the service and meal
- Cleaned and maintained the eating areas, kitchen and store room to meet health and safety standards

**Customer Service Representative**

**1999- 2001**

Vital Link, Toronto, ON

- Worked at a number of different locations (Metro Toronto Zoo, Ontario Place, Metro Convention Centre, and the Docks) in concession stands
- Prepared food and served customers
- Maintained clean work environment
- Operated cash register, stocking and inventory

**EDUCATION:**

**Royal Beauty of Carmen**

**2019**

Certified Healing Body Massage

**Ontario School of Osteopathy & Alternative Medicine**

**2019**

Certified Chair Massage Practitioner

**Academy of Learning**

2005 Medical Receptionist Diploma

**VOLUNTEER:**

**Helper**

**1998 - 1999**

Cedarbrae Day Care

- Served lunch and helped with feeding
- Organized and cleaned indoor and outdoor play area for daily activities
- Assisted staff with putting children down for nap time
- Participated in daily activities

**Reference available upon request**