

**Mr. Jean Kaleb**  
**(519)868-8322, jeankaleb@yahoo.com**

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2255 Wharncliffe Rd. S, London. ON, Canada N6P 1K9

Director of Human Resources:

I would like to submit my covering letter and resume for your review. It is my personal desire to secure a career-placement serving as a Customer Service Associate, employed within an environment which will allow me to build-upon my current-skill-set(s) while developing honing others.

Currently I have over 15 years of Customer Service experience with a strong emphasis on sales and direct marketing. Truly it is something I am very good at (i.e.) having adequate knowledge of the products and services, in-turn informing future clients how the product, features or services will be of benefit to them. I strive to learn and do better each day; Able to multi-task very well and demonstrate effective problem solving skills and abilities.

I am an excellent communicator who enjoys responding to and resolving Agent/Customer inquiries servicing their needs by, providing adequate solutions where and when required. I make a concerted effort to be aware of my environment and situation at all times addressing each encounter with tact and discretion.

I have a thirst for knowledge and a craving to learn, and being part of an association that promotes these qualities is desirable. In truth, it only seems natural that my job search will directed me towards an organization which will embrace and further develop the for-mentioned characteristics

In closing I would be more than eager to meet with parties in question regarding the current opportunity.

Thanking you.

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J.K.

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### **OBJECTIVE**

Secure a full-time employment opportunity with TD Canada Trusts' Customer Contact Centre, servicing as an Easy-Line Phone Channel Specialist.

### **EMPLOYMENT EXPERIENCE**

#### **Independent I.T. Consultant, Liquid Crystal Studios Present**

- Provide inbound and outbound technical support to clients and associates
- Develop and maintain current I.T. platforms [i.e.] hardware, software & online solutions
- Conduct R & D on current and future technologies that assist in the day-to-day operations
- Edit and implement changes to online and paper-based media

Familiarity with the following computer systems and programming languages

<b>Computer Systems</b>		<b>Programming Languages</b>		
<b>Macintosh</b>	<b>Windows</b>	<b>ASP</b>	<b>CSS</b>	<b>Java</b>
		<b>Java Script</b>	<b>PHP</b>	<b>Visual Basic</b>
<b>Software Application(s)</b>		<b>Databases</b>		
<b>Microsoft Office</b>		<b>Access</b>	<b>MySQL</b>	<b>Oracle</b>

#### **Customer Service Sales Liaison, Kognitive Marketing 2013**

- Acting as a customer service representative between clients and company sales associates, informing future clients of current products and their benefits.
- On average attracting between 100 – 180 new clients to our service and sales teams.
- Maintained a sales ratio of 2.2 sales per hour.

#### **Client Service Specialist, London Life 2010**

- Reviewed client transfer requests and facilitated administrative changes
- Processed insurance application in accordance with company policies and procedures
- Maintained and updated client information
- Ensured client trust in handling sensitive and personal information

#### **Customer Service Support Representative, Teletech 2008**

- Provided technical support to North American clients. Servicing their needs in the areas of television and I.T. issues (*namely*)
  - Reception Issues
  - Billing inquiries
  - Installation and services
  - Pay-per-view
  - General Trouble-shooting
  - Connectivity issues
  - Software operation and usage
  - Setting up e-mail and user accounts

#### **Customer Service Sales Associate, Unic Masonville 2004**

- Served as a kiosk attendant merchandising winter apparel, meeting and exceeded sales objectives on a daily basis.
- Was responsible for opening and closing kiosk, in-addition-to minor book-keeping and balancing end-of-day accounts.

### **EDUCATION**

Information Systems 3 year degree	Athabasca Cont Ed ( <i>in process</i> )
Business Insurance Diploma	Fanshawe College, 2009
Business Communication Certificate	Fanshawe College, 2005
Computer Programming and business App Diploma	Fanshawe College, 2001

### **VOLUNTEER WORK**

Administrative Assistant	ACFO de London-Sarnia	2012
Information Technology Consultant	Central Public Library	2008
Reading Enjoyment And Development Assistant	London Public Library	2004
ESL Instructor	Cross Culture Learning Centre	2003