

Tasia B. Folkes

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Job Objective: Looking to gain experience within your company.

Highlight of Qualifications

- Ability to work in a fast-paced environment
- Work well with co-workers and customers
- Work well independently
- Well versed in the Tarion warranty coverage for homeowners
- Excellent in interpersonal skills
- Readiness in meeting deadlines
- Devoted to exceptional Customer Service

Proficient in the following programs

- Newstar Construction Software For Homebuilders
- Microsoft Office
- Marriott GXP and PMS systems
- Point of sale

Employment History

March 2022- Present: **Empire Communities**

Niagara Falls, ON

Customer Service Administrator Low Rise

- Daily communication with 3rd party trades and homeowners on a daily basis for the scheduling of work orders and or inquiries
- Responsible for ensuring the open work orders for homeowners are fulfilled in a timely manner as per Tarion guidelines
- Processing purchase orders for 3rd party trades
- Scheduling of technicians into homes for service warranty repairs and or emergencies
- Provide weekly summary reports to my management team

October 2021- Present: **Marriott Fallsview and Spa**

Niagara Falls, ON

At Your Service Agent

- Operate the telephone switchboard and answer all internal and external calls
- Responsible for emailing and faxing guest billing concerns
- Ensure that all defects and requests are remedied within the hotel's target time by following up with the concerned departments
- The first point of contact for guest complaining over the phone. Started the service recovery process and informed the Duty Manager
- Process Mobile Check-ins through Marriott GXP and PMS systems

August 2018- March 2023: **Great Canadian Gaming (Casino Woodbine)**

Toronto, ON

Players Services Representative

- Provide a high-level of front-line patron service support
- Duty to issue player cards to new and current members
- Process new player memberships through an online member software
- Responsible of issuing patrons earned cash back and casino complimentary rewards
- Efficiently restock and hand out promotional gifts to patrons on select promotional days
- Circulate around the gaming floor to provide patron support
- Responsible of checking the gaming floor kiosk systems at beginning of each shift

August 2016 – July 2019: **City of Brampton**

Brampton, ON

Customer Service Representative

- Provided a high-level of front-line customer service support
- Balanced and verified daily revenue
- Performed administrative support to the Facility Clerk and Manager
- Responded to customer phone call and email inquiries
- Completed the office administrative duties in a timely manner for opening and closing
- Through a Point-of-Sale software, processed and accepted payments for residents seeking program registrations, fitness memberships and facility booking

Summer 2015- Summer 2019: **Dufferin Peel Catholic District School Board** Mississauga, ON
Focus on Youth Summer Camp Supervisor

- Supervised 40 high school camp leaders
- The achieved goal was to provide the campers with a fun filled day of physical activities & educational guests from external agencies
- Reported back to the camp manager at the end of the day
- Attended weekly meetings with members of the School Board with my weekly feedback
- Planned and booked camp field trips
- Organized healthy lunches for the campers
- Organized weekly newsletters for the camper's parents

November 2013- December 2018: **Cassie Campbell Community Centre** Brampton, ON
Concessions Attendant

- Provided quality food services by following the standards of food preparation
- Verified floats, cash handling and balance at end of shift
- Controls product merchandising & weekly food spoilage
- Provided exceptional customer service by following 5 step service guidelines
- Maintains cleanliness standards of equipment & area
- Administrative duties, as required
- Interacted with Mystery shoppers 12 times during the position and always received a 5 out of 5 score

Education

September 2020- Present: **International Business** Niagara Falls, ON

- Certificate type: Diploma
- Expected graduation date: December 2023

References

Available upon request