
Christopher P Cruz

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PROFILE

Client Service Professional with 20 years experience in supporting clients and Telus dealers, motivated and enthusiastic about developing good relationships with sales representatives and corporate clients, proven track record with various departments by providing the best client experience. Able to work both independently and within a team environment. Seeking a suitable position utilizing my abilities developed through my experience and education with the opportunity for professional growth and advancement.

EXPERIENCE

Telus, Scarborough, Ontario - *BCX Wireless Corporate Support*

July 2001 - March 2021

- Obtain dealers' order and fulfill request from queue
- Orders are completely compliant with Salesforce instructions
- Conducted powerpoint presentation for new product launch
- Cross-skilling with various departments when required including but not limited to PAC (Port Administration Centre), VoIP and technical support, Jane App (vaccine booking)
- Provide guidance and training to clients with self-serve products
- Provide feedback to the Team Managers for possible process improvements or system enhancement

ADP Canada, Etobicoke, Ontario - *Financial Services Coordinator*

1999 - 2001

- Provide product support and training to clients

BMO Nesbitt Burns, Toronto Ontario - *Commission Analyst*

1993 - 1999

- Prepare and analyze brokerage payout
- IA's trailer fees and mutual funds are reviewed and reported daily

EDUCATION

OREA, Toronto, Ontario - *Real Estate*

2013 - 2014

CANADIAN SECURITY COURSE

1998

SHERIDAN COLLEGE, Brampton, Ontario - *CAD/CAM*

1996

RYERSON UNIVERSITY - *ARCHITECTURAL TECHNOLOGIST*

1990 - 1993

AWARDS

TELUS LIMELIGHT AWARDS