

Sophia Vinzi

Highly motivated and customer-focused professional with eight years of experience delivering exceptional service and building strong client relationships. Adept at resolving inquiries, managing client accounts, and ensuring customer satisfaction. Proven ability to communicate effectively, handle challenging situations, and work collaboratively within a team setting. Committed to providing timely, accurate, and efficient service while maintaining a positive company image.

55 Front St E, Toronto
M5J 1E6
(647) - 229- 2818
Sophiavinzi@yahoo.ca

EXPERIENCE

Promain Exterior Mantenece Group Inc, Vaughan —Client Service Specialist

OCTOBER 2020 - OCTOBER 2024

Team Leadership & Supervision, Performance Monitoring & Coaching
Client Relationship Management, Collaboration with Teams,
Customer Support & Inquiries.

Promain Exterior Maintenance Group Inc, Vaughan — Client Service Representative

APRIL 2018 - OCTOBER 2020

Contract Review & Documentation, Scheduling & Follow-up, Client Relationship Management, Project Coordination, Customer Support & Consultation.

Aritzia, Toronto—Client service Representative/Style Advisor

MARCH 2016 - APRIL 2018

Product Knowledge & Recommendations, Sales Support & Upselling, Personalized Styling, Customer Engagement, Team Collaboration.

EDUCATION

Toronto Metropolitan University, Toronto — Bachelor of Arts in Sociology

SEPTEMBER 2018 - MAY 2022

SKILLS

Customer Service Excellence
Client Relationship Management
Team Collaboration
Effective Communication
Microsoft Office Suite
Sales Support & Upselling
Time Management & Multitasking
Performance Monitoring & Reporting

CERTIFICATIONS

WHIMS - 2024

CPR & BASIC LIFE SUPPORT -
2024

ADVANCED CARDIOVASCULAR
LIFE SUPPORT - 2024

LANGUAGES

English, Fluent

