

Michaela PolBodetto

62 Gate House Court

Vaughan, ON, CA

michaelapolbodetto@outlook.com

+1(416) -995-9081

Customer-focused individual with over 9 years of customer service work and a variety of job related experiences. Strong collaboration, organizational and communication skills. Eager to grow and gain more experience within a company and build customer loyalty by offering exceptional service and satisfaction.

Work Experience

Grocery Clerk

Fortinos-Vaughan, ON

September 2023 to Present

- Prioritize and deliver exceptional customer service by assisting shoppers with inquiries, locating products and providing information about promotions and discounts
- Proficient in maintaining accurate and organized inventory levels, managing stock rotation and monitoring product expiration dates

Field Coordinator - Summer Co-op Student

EllisDon Corporation-Toronto, ON

May 2024 to August 2024

- Coordinated daily schedules, logistics and resource distribution for field teams
- Ensured adherence to safety protocols, regulatory compliance and company policies
- Helped to identify and resolve operational challenges to maintain project timelines
- Compiled field reports and performance data to assist in decision-making
- Attended weekly team meetings and prepared meeting minutes
- Prepared take-offs and ordered necessary materials accordingly

PC Express Manager

Fortinos-Woodbridge, ON

November 2021 to September 2023

- Assisted customers with their grocery shopping by providing a personal touch and attention to detail
- Provided customer service that exceeds expectations, including the ability to work independently as well as in a team environment.
- Addressed customer needs to promote quick and successful resolutions
- Followed all company policies and procedures while performing job duties and ensuring the delivery of top quality products
- Coordinated the scheduling of shifts to ensure proper staffing at all times
- Managed opening and closing procedures as well as recommending changes to enhance efficiency of daily tasks

CAO Analyst

Fortinos-Woodbridge, ON

February 2020 to November 2021

- Successfully completed data audits for accuracy (ie. inventory levels, shelf counts)

- Worked on price and label adjustments/audits
- Maintained information by updating new listings and planogram changes
- Completed expected daily tasks (ie. cycle counts and scrapping)

Registration Officer

Elections Canada-Woodbridge, ON

September 2021 to September 2021

- Responsible for making sure polling station opens and closes on time
- Completed paper work to ensure who has voted
- Ensured electors and representatives follow all safety guidelines and procedures
- Count ballots, complete forms and communicates results to Election Canada

Cashier, Customer Service Clerk

Fortinos-Woodbridge, ON

November 2015 to February 2020

- Worked directly with customers to form relationships and provide knowledge on various tasks
- Supervised, trained and developed team members in accordance with company policies and procedures
- Used customer service skills to address concerns and resolve all issues to customer satisfaction

Poll Clerk

Elections Canada-Vaughan, ON

October 2019 to October 2019

- Directed voters and ensured proper protocol was being followed at all times
- Worked effectively with co-workers to maintain a safe and well organized environment
- Used communication skills to assist others with inquires about the voting process

Education

Bachelor's in Construction Management

George Brown College - Toronto, ON

September 2023 to Present

Bachelor of Arts in Kinesiology and Health Science

York University - Toronto, ON

September 2018 to May 2019

Skills

- Microsoft Excel
- Organizational Skills
- Microsoft Project
- Inventory Control
- Revit
- Time management
- Supervising Experience
- Communication Skills