

**Patrick Persaud**  
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## **Professional Summary**

Experienced customer service and client support professional with a background in customer relations, business operations, and real estate support. Strong communication and problem-solving skills with experience working directly with customers in fast-paced environments. Adaptable, dependable, and comfortable working independently or as part of a team. Looking to bring strong people skills and customer-focused experience into a growing company environment.

## **Core Skills**

- Customer Service & Client Support
- Communication & Relationship Building
- Administrative & Operational Support
- Problem Solving & Conflict Resolution
- Time Management & Organization
- Team Collaboration
- Social Media & Online Marketing

## **Professional Experience**

### Customer Care Representative

#### **Menkes Developments Ltd. – Vaughan, ON**

*February 2025 – February 2026*

- Delivered high-level customer support and relationship management for homeowners throughout occupancy and post-possession processes
- Educated clients on property features, warranties, financial details, and operational procedures to improve customer confidence and satisfaction
- Worked closely with construction teams, property management, trades, and homeowners to resolve issues efficiently and maintain positive client experiences
- Conducted inspections and managed warranty-related requests while maintaining strong communication and professionalism

### Shop Manager

#### **Gorezone – Brampton, ON**

*July 2019 – December 2024*

- Managed daily business operations while developing and maintaining a loyal client base through relationship building and customer engagement
- Increased business visibility and customer retention through social media marketing initiatives across Instagram and Facebook
- Delivered personalized customer experiences that generated repeat business and referrals
- Monitored operational reporting, scheduling, inventory, and revenue-related activities
- Demonstrated strong interpersonal communication and client service skills in a highly customer-focused environment

### Sales Assistant

#### **RE/MAX Millennium Real Estate – Woodbridge, ON**

*December 2022 – May 2023*

- Supported lead generation and outbound client communication initiatives
- Assisted with comparative market analysis reports (CMAs), property marketing, and follow-up activities
- Utilized platforms including TRREB, Geowarehouse, BoldLeads, and Agent Locator to support prospecting and sales activities
- Developed relationships with clients and industry professionals to support business growth opportunities
- Gained hands-on experience with sales pipelines, client acquisition strategies, and consultative communication techniques
- Built positive relationships with clients and industry contacts

### Customer Service Representative

#### **Sykes Home-Chatr (Now Foundever) – Brampton, ON**

*December 2020 – May 2021*

- Managed inbound customer inquiries while identifying opportunities to promote additional products and services
- Delivered customer-focused solutions related to billing, technical support, and account management
- Educated customers on self-service options and promotional offerings to improve retention and customer satisfaction
- Worked within company metrics and sales objectives while handling high call volumes efficiently

### Service Advisor

#### **Classic Honda – Brampton, ON**

*November 2014 – September 2017*

- Assisted customers with vehicle service concerns and maintenance needs
- Built strong customer relationships by assessing vehicle concerns and recommending appropriate service solutions
- Provided consultative guidance on aftermarket and OEM product options to maximize customer value and sales opportunities
- Utilized CDK Global software to manage service documentation and customer records
- Developed strong communication, upselling, and client retention skills in a high-volume automotive environment

### **Education**

#### **Ontario Secondary School Diploma**

##### **David Suzuki Secondary School – Brampton, ON**

*2015*

#### **Real Estate Salesperson Registrant**

##### **Humber College – Etobicoke, ON**

*2025-2026*