

Tabitha Graham

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To obtain a position in which I will be able to make good use of my experiences, skills and knowledge to apply towards becoming a team member within your company.

EXPERIENCE

JANUARY 2025 – CURRENT

LEAGUE CONVENOR (FRONT END OPERATIONS)

JAM SPORTS

Responsibilities of league convenor includes:

Overlooking staff and players, coordinating games being played and resolving issues that arise.

JANUARY 2023 – JULY 2023

GLAZIER APPRENTICE

ALBION GLASS COMPANY LIMITED

Responsibilities of glazier apprentice included:

Picking up glass, dropping off glass, tying glass, fabricating aluminum, inventory and restocking screws.

SEPTEMBER 2021 – APRIL 2023

CONVENOR (FRONT END OPERATIONS)

TORONTO FLAG FOOTBALL LEAGUE

Responsibilities of convenor included:

Overlooking staff and players, coordinating games being played and resolving issues that arise.

JANUARY 2022 - JUNE 2022

AGENT, CUSTOMER SERVICE REPRESENTATIVE

BILL GOSLING OUTSOURCING

Responsibilities of agent included: answering a telephone system (Amazon Connect, TCN), performing data entry to track incoming calls (Microsoft Teams, Spectrum, Support, Zendesk and Hub), utilizing a communication platform (Rocket.Chat, Slack).

Worked for:

Company: Prosper Marketplace
Job Title: Agent
Department: Collections and Complaints

Company: Ministry of Government and Consumer Services
Job Title: Consultant
Department: Service Ontario - Customer Care

AUGUST 2014 - JANUARY 2022

RECEPTIONIST AND SERVICE COORDINATOR

INFINITI OF WILLOWDALE AND WILLOWDALE NISSAN

Responsibilities of receptionist included: answering and operating a multi-line switchboard telephone system, greeting clients, filing paperwork, cashiering, performing data entry (TMS software), stocking in cars (ADP and TMS software).

Responsibilities of service coordinator included: checking in clients, booking appointments (XTime software), opening and closing repair workorders (PDI/RE-PDI), arranging valets/shuttle, storing and reordering tires, dealer trade and organizing new vehicles in the compound.

DECEMBER 2012 - DECEMBER 2016 STOCK ASSOCIATE

HOLLISTER CO

Responsibilities of stock associate included: folding and sorting stock merchandise, handling inventory, receiving shipments and creating shipment labels.

EDUCATION

JUNE 2022 – AUGUST 2022 ARCHITECTURAL GLASS AND METAL TECHNICIAN PRE-APPRENTICESHIP DIPLOMA

FINISHING TRADES INSTITUTE ONTARIO

JUNE 2011

ONTARIO SECONDARY SCHOOL DIPLOMA,

SIR JOHN A. MACDONALD COLLEGIATE INSTITUTE

CERTIFICATIONS/LICENSE

AUGUST 2022 -WORKER HEALTH AND SAFETY AWARENESS IN 4 STEPS -POWERED ELEVATING WORK PLATFORM CERTIFICATE -SUSPENDED ACCESS EQUIPMENT CERTIFICATE

JULY 2022 -STANDARD FIRST AID CPR/AED -LEVEL C CERTIFICATE -WHMIS 2015 CERTIFICATE

JUNE 2022 -WORKING AT HEIGHTS CERTIFICATE

SEPTEMBER 2021 -LIFE INSURANCE AND ACCIDENT & SICKNESS INSURANCE AGENT (LLQP)

NOVEMBER 2020

-TEACHING ENGLISH AS A FOREIGN LANGUAGE (TEFL)/ TEACHING ENGLISH TO SPEAKERS OF OTHER LANGUAGES (TESOL) CERTIFICATE

SKILLS

- Organizational and Time Management
- Listening and Communicational
- Leadership
- Technical: Microsoft Office, Zendesk, Spectrum, ADP,