**Amy Justine Heroux**

(780) 977-6640

 amy.justine@hotmail.com

**HIGHLIGHTS AND QUALIFICATIONS**

* Over 10 years of experience working in a customer service and 3 years of sales related experience
* Possess a standard First Aid-Level C CPR + AED Certification
* Maintained a friendly, professional attitude with people when communicating in person and over the phone
* Organized, punctual and dependable employee who can multitask and prioritize workload
* Proven ability to work well independently and within a team setting
* Quick learner and always looking to build upon my knowledge base

**Customer Service Skills**

* Pleasantly greeted customers and processed their orders
* Efficiently handled cash transactions including debit and credit
* Accurately prepared orders in a timely manner
* Maintained and cleaned store and stocked and priced products
* Transported large pallets and crates to coolers with pallet jack
* Weighed and packaged mushrooms for shipping

**Administrative Skills**

* Answered phones, forwarded calls, and took messages in a courteous manner
* Received calls from insurance brokers and provided quote information
* Entered estimate information onto computer for mail out purposes
* Printed and copied policies and sent them out to each broker
* Filed and organized miscellaneous paperwork
* Prepared and submitted bank deposits

**EMPLOYMENT HISTORY**

**Stock Clerk / Janitorial** 2012 - 2016

Pools and Spas of Excellence, Edmonton, AB

**Front Counter** 2009 - 2010

A & W Restaurant, Edmonton, AB

**Administrative and Sales** 1998 - 2001

Cape Cod Special Risk Insurance Company, Mashpee, MA, USA

**VOLUNTEER EXPERIENCE**

**Chairperson / Secretary** 2015 - Present

84 Street Group Recovery Program, Edmonton, AB

**Gift Shop Attendant and Porter** 2016 - Present

Gerald Zetter Care Centre, Edmonton, AB

**Hostess** 2016

Lives in Transition, Edmonton, AB

**Kitchen Helper and Food Server - Community Service** 2011

House of Refuge, Edmonton, AB

**EDUCATION / CERTIFICATION**

**Community Service and Addictions Worker Diploma** 2017 - 2018

Academy of Learning Career College, Edmonton, AB

* Introduction to Keyboarding
* Keyboarding Skills Building Level 1
* Windows 8.1 Level 1
* Microsoft word 2013 Level 1
* Microsoft Access 2013 Level 1
* Microsoft Excel 2013 Level 1
* Microsoft Outlook 2013 Level 1
* Thought Patterns for a Successful Career
* Job Search and Resume Writing
* Business Communications and Report Writing
* Case Management Counselling and Ethics
* Government and Social Services
* Focus on Privacy Training (FOIP)
* Volunteer Recognition Award
* Effort Award
* Performance Award
* Great Attitude Award
* Professionalism Award
* Good Samaritan Award
* Perfect Attendance Award
* Quality Award
* Change Award
* Honors Award

**Office Technology** 1999- 2001

Cape Cod Community College, West Barnstable, MA USA