

MATHIAS LITTLE

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PROFILE

Highly driven and results-oriented **Business Administration** student with experience successfully selling product benefits in retail and sales environments. Effective and efficient in offering superior customer service with a focus on meeting individual client needs. Skilled at maintaining positive relationships while working to resolve problems, which contribute positively to client satisfaction, return business and increased sales.

SUMMARY OF QUALIFICATIONS

- Experienced and comfortable at achieving weekly and monthly targets in a sales-driven environment
- Highly developed communication and interpersonal skills used to build strong rapport with customers
- Effective at calmly handling customer complaints by providing realistic solutions in a short timeframe
- Demonstrated collaborative team leadership through effective management of a marketing team
- Adaptable to managing multiple tasks in a fast-paced and deadline driven environment
- Flexible to work a variety of shifts including evenings, overtime and weekends
- Fluent in English, Arabic and basic knowledge of Russian
- Proficient with Microsoft Office programs including Word, Excel, Publisher, PowerPoint, Outlook

EDUCATION

Business Administration Diploma Program Sept 2014 – Present
Algonquin College, Ottawa, ON

- Expected Graduation: April 2017, GPA: 3.7/4.0

Business Administration Courses Sept 2013 – Apr 2014
United Arab Emirates University, UAE

High School Diploma June 2013
Arab Unity School, UAE

RELEVANT WORK EXPERIENCE

Customer Service and Sales Associate Apr 2015 – Present
Bell Canada, Ottawa, ON

- Answer over 100 incoming calls each shift from residential and commercial customers
- Exceed sales targets by 15% and meet the objectives set by the service such as service quality index, sales conversion rate, average talk time and number of calls answered
- Discuss and upsell products and services, process sales, migration and billing claims
- Proceed in the complete analysis of the client's needs and assess sales opportunities during each customer contact while promoting the company's benefits
- Handle all requests, complaints and claims of customers on all aspects of customer service
- Respect the quality and accuracy of information and coordinate the execution of the deadlines
- Maintain and ensure close monitoring of agreed upon follow up with customers

Sales Associate

Sept 2014 – June 2015

WirelessWave, Ottawa, ON

- Worked in partnership with Sales Managers and team members to maximize store sales
- Exceeded team sales targets by 25% for three consecutive months
- Established trusting relationships with customers by providing guidance and follow up service
- Provided customers with superior knowledge of all the product lines and services available
- Guided customers in making decisions on purchasing products that best fit their needs

Inbound Call Centre Agent

May – Aug 2014

Momentum Solutions, UAE

- Sold and up-sold various products and services to achieve monthly sales targets
- Responded to customer inquiries in a pleasant, courteous, professional and well-informed manner
- Identified customer needs while reading and updating customer information on the system
- Achieved quality service by accurately assessing to customer needs and using sound judgment when recommending appropriate options and solutions
- Fulfilled customer expectations in a manner that complies with policies, practices and procedures
- Accurately completed appropriate documentation for each credit card sales transaction
- Participated in continuous improvements, with a focus on service excellence

Merchandiser

May 2013 – May 2014

Kaflas, UAE

- Sold brand merchandise within the specified standards and enhanced brand image
- Ensured that all sales were processed in accordance with required procedures using systems provided
- Created displays according to brand requirements and floor plans
- Assisted with monthly stock takes and the tagging of merchandise
- Aided clients with returns and queries, ensured that brand image was enhanced
- Managed cash, invoices and documentation in accordance with company policies and procedures
- Built client database by acquiring new customers and enhanced relationships with current clients

VOLUNTEER EXPERIENCE

Event Assistant

Mar 2013

Terry Fox Run, UAE

- Provided participants with maps and equipment
- Volunteered to help organize existing Terry Fox Run

REFERENCES AVAILABLE UPON REQUEST