

Anezia Mc Nicholls

11-824 Boulevard Maloney E

438 270-4100

437 536-5097

Gatineau(Quebec) J8P1G8

[mcnichollsanezia@gmail.com](mailto:mcnichollsanezia@gmail.com)

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## Summary

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- A solid experience in customer service.
- Work well within a team environment or independently.
- Adapt quickly to new procedures.
- Enjoy interacting with others to progress on various projects

## Qualifications

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### Customer Services

- Greeting clients, visitors, and staff with a professional and courteous demeanor.
- Respond to customer inquiries, maintain good customer relations and solve problems
- Handle customers' questions or complaints
- Assisting with administrative tasks such as filing, data entry, and preparing documents or reports for meetings.
- Schedule appointments, using manual or computerized systems
- Responsible for handling guest inquiries

### Accounts receivable

- Keep tracking outstanding debts
- Attempts to recover past-due debts owed to creditors.
- Negotiate payoff deadlines and payment plans
- Record bookings, handle credit card checks, receive payment, issue receipts.
- Answer correspondence, prepare reports and maintain records and files related to collection work
- Perform related clerical duties, such as word processing, maintaining filing and record systems, faxing and photocopying

### Food services

- The ability to work well under pressure and multitask.
- Maintain cleanliness and hygiene of the kitchen, dining area, and equipment.
- Stock and replenish inventory and supplies as needed.
- Follow food safety and sanitation guidelines and procedures.
- Serve food and drinks to customers in a timely and courteous manner.

## General labour

- Lifts and transports heavy objects
- Sort, pack, crate and package materials and products
- Performs various physical duties as assigned.
- Moves, secures, installs, builds, loads, or unloads materials.

## Employment History

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Fix Auto Nepean- Receptionist, Ottawa (Ontario)	-2024
MJR Capital services- Debt collector, Mississauga (Ontario)	-2024
CBV credit collections/ Affinity global- Collection agent, Remote Toronto (Ontario)	-2023
A&W- Cashier/Cook, Montreal (Quebec)	-2022
Ssense- general labour, Montreal ( Quebec)	-2022

## Education

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Secondary school general diploma	-2021
Saint Joan of arc Catholic secondary school Mississauga ON	

## Professional Experience

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- Managing high call volumes in a call center.
- Resolving customer complaints promptly.
- Actively listening to customer needs.
- Providing product information and guidance.
- De-escalating difficult situations, exceeding customer satisfaction metrics.
- Identifying and addressing customer concerns proactively.

## Computer skills

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Microsoft Word, Excel, Powerpoint, Acrobat ,DocuSign , Teams, Google docs, ect.

## Social Implication - Volunteering

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Good Shepherd Venture centre- Brampton (Ontario)	-2019
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Food bank service

**Madonna-** Toronto (Ontario)  
Special Ed Assistant

-2018