

OMAR RUEDA

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Results-driven Business Administration student with hands-on experience in customer service and sales. Currently pursuing a diploma in Business Administration, with a strong foundation in business principles, customer relationship management, and sales strategies. Demonstrated ability to enhance customer satisfaction, drive sales performance, and support business operations through effective communication and problem-solving skills. Proven track record of exceeding targets and contributing to team success in fast-paced environments. Committed to leveraging academic knowledge and practical experience to contribute to business growth and efficiency.

Communication

Team Player

Customer Focused

Multitasking

Active Listener

Attention to Detail

EXPERIENCE

Line Cook - Earls on Robson, Vancouver, BC

April 2024 - Current

- Efficiently prepare and cook a variety of menu items to meet high standards of quality and presentation, ensuring consistency and adherence to Earls' recipes and specifications.
- Manage and organize assigned kitchen stations, including setup, cooking, and cleanup, to maintain a smooth workflow and meet service demands.
- Handle and store ingredients properly, following food safety and hygiene protocols to ensure the freshness and quality of all items.
- Utilized a range of cooking techniques, including grilling, sautéing, and baking, to create dishes that meet the restaurant's standards for flavor and presentation.
- Monitor food during preparation and cooking to ensure it met quality standards, and adjusted cooking times and temperatures as necessary.
- Work closely with kitchen staff and front-of-house team to coordinate orders, ensure timely service, and address any special requests or dietary restrictions.
- Adhere to health and safety regulations, including proper food handling, sanitation practices, and maintaining a clean and organized kitchen environment.
- Assist with inventory control by tracking stock levels, rotating ingredients, and notifying management of any shortages or supply issues.
- Ensure customer satisfaction by delivering high-quality dishes that meet or exceed guest expectations, and addressing any issues or concerns promptly.

Customer Service & Sales Associate - Universidad Autónoma de Guadalajara, Guadalajara, México

January 2023 - February 2024

- Provided detailed information and guidance to prospective students regarding academic programs and career pathways, addressing their questions and concerns to support informed decision-making.
- Organized and facilitated campus tours and visitations for prospective students and their families, ensuring a welcoming and informative experience that highlighted the institution's offerings and environment.
- Engaged with clients and prospects to address their needs, provide solutions, and promote services effectively, resulting in increased satisfaction and successful enrollment conversions.
- Addressed and resolved customer complaints and concerns promptly and professionally, turning potentially negative experiences into positive outcomes and maintaining a high level of customer trust.

Customer Service & Sales Associate - Cardboard Boxes GDL, Guadalajara, México

May 2022 - September 2022

- Delivered comprehensive support to customers post-purchase by providing technical assistance, troubleshooting product issues, and offering detailed guidance on product usage and maintenance.
- Enhanced customer satisfaction through personalized solutions and proactive communication, while also identifying opportunities for upselling and cross-selling additional products and services to meet customers' evolving needs.
- Strategically managed and optimized social media presence on Instagram and Facebook by creating engaging content, monitoring interactions, and analyzing performance metrics.
- Developed and executed targeted marketing campaigns to increase brand visibility and audience engagement, while leveraging insights to refine content strategies and drive growth across social media platforms.

Credit Card Sales Associate - IBC Telemarketing, Guadalajara, México

March 2021 - May 2022

- Drove credit card sales through effective prospecting and personalized consultations, successfully identifying customer needs and matching them with appropriate credit card products.
- Utilized in-depth product knowledge to articulate the benefits and features of various credit cards, resulting in meeting and exceeding sales targets and expanding the customer base.
- Delivered exceptional support in presenting a wide range of banking services to clients, including credit cards, loans, and investment products.
- Conducted detailed presentations and demonstrations to showcase the benefits and features of bank offerings, tailored to meet individual client needs, and facilitated informed decision-making to enhance customer engagement and service adoption.
- Provided expert assistance and resolution for customer inquiries related to credit card usage, including billing issues, transaction disputes, and account management.
- Effectively addressed and resolved concerns with a focus on maintaining customer satisfaction and ensuring a smooth and positive user experience with credit card services.

Bilingual Customer Service Representative - Teleperformance, Guadalajara, México

January 2020 - January 2021

- Delivered expert technical support in English and Spanish for configuring and troubleshooting internet connections on computers.

- Assisted customers with setting up network connections, optimizing settings for performance, and resolving technical issues, ensuring a seamless and efficient internet experience.
- Demonstrated strong problem-solving skills and technical proficiency while providing clear, user-friendly guidance to clients.
- Provided high-quality customer service across various channels, including phone, email, and live chat, to clients throughout the United States.
- Addressed inquiries, resolved issues, and managed service requests with a focus on delivering timely and effective solutions.
- Offered bilingual technical support for diagnosing and resolving internet connectivity issues, providing assistance in both English and Spanish. Diagnosed network problems, guided users through troubleshooting steps, and implemented solutions to restore and improve internet access.

EDUCATION

Professional CO-OP Diploma in Business Management

Arbutus College, Vancouver, BC

Business Communications, Accounting & Microeconomics

February 2024 - March 2025

LANGUAGES

- English Upper Intermediate B2
- Spanish Advanced C1