

Jadon Watson

647-705-2920 | jadonwatson529@gmail.com | Toronto, ON | [LinkedIn Profile](#)

“Opportunities don't just happen, you create them”

Summary of Qualifications

- 3+ years of experience providing customer service
- Proficient in problem solving and determining logical fixes to disputes
- Strong interpersonal and communication abilities, enthusiasm, and attention to details
- Customer service orientation, courtesy, good numeracy skills, and adaptability to work independently or as part of a team
- Demonstrated leadership skills by training new employees and encouraging good habits
- Team oriented
- Confident in connecting with people

Technical Skills

Operating Systems: *Windows, Android, iOS, Mac OS, Linux*

Applications: *Microsoft Office 365, Photoshop, Premiere Pro*

Education & Certifications

Google IT Professional Certification

Junior IT Analyst Program

NPower Canada | Toronto, Ontario

14-week in-class training with hands-on experience including:

- Assemble computer components based on customer requirements
- Install, configure, and troubleshoot: hardware and software components
- Install, configure, and troubleshoot: Windows, iOS, Android, and Linux operating systems
- Networking basics: IPv6, network topologies, installing wireless and SOHO networks Security/forensics
- Mobile device installation/configuration: Laptops, smartphones, tablets
- Basics of virtualization, desktop imaging and deployment
- Network services and Cloud Computing
- Implementing preventive maintenance measures on workstations
- Customer support

May 2021

Feb - May 2021

- **Ontario Secondary School Diploma**

T.L. Kennedy | Mississauga, Ontario

July 2019

Work Experience

Teacher Assistant

July 2018 - Sept 2018

Childspace Daycare | Toronto, Ontario

- Completed my training and was able to work on my own faster than those who onboarded alongside me, which resulted in more flexible shifts for everyone
- Mentored 3 new employees, resulting in higher customer satisfaction
- Collaborated with my coworkers and got work done at a great pace resulting in a 10% increase in customer satisfaction

Deli Clerk

Sept 2019 – July 2020

Loblaws | Toronto, Ontario

- Provided a strong customer service experience to 50+ customers a day through effective verbal communication skills
- Constantly took on additional tasks in order to help maintain the fast paced environment which is needed to serve 100+ orders per day
- Helped train 3 new hires on the company's policies, operations, and day-to-day responsibilities

Summer Camp Counselor

July 2020 - Aug 2020

KRT Summer Camp | Brampton, Ontario

- Overseeing the safety security of camp participants to reduce the risk of bodily harm or incidents in a variety of situations
- Organized a different routine for the children every day for 5 weeks, which resulted in high satisfaction and returning customers
- Performed problem-solving skills and dealt with many issues without having to get other parents/guardians involved, resulting in high satisfaction

Technical Support Advisor

May 2021 - July 2021

Transcom | Remote

- Constantly provided customer service, technical support, and troubleshooting to Apple customers by phone, chat, and email.
- Came up with solutions to new problems by applying quick-thinking techniques
- Communicated with co-workers to solve problems

Warehouse Associate

July 2021 - September 2021

Access Corp | Toronto, Ontario

- Lifted and moved boxes, read labels, and processed incoming and outgoing orders.
- Tracked orders and determined the location of boxes.
- Carried and relocated boxes throughout the warehouse including up and down the stairs.

Host

November 2021 - Current

Fit4Less | Mississauga, Ontario

- Ensured that all members are warmly greeted and welcomed in the club and that their needs are courteously and promptly met.
- Assisted club in hitting revenue and sales targets.
- Assisted in ensuring that the club meets cleanliness standards as outlined in Fit 4 Less as per requirements.

Line Cook**August 2022 - November 2022**

Moxies restaurant and bar | Brampton, Ontario

- Maintained the quality of each dish while ensuring a speedy output
- Functioned as part of a team, with a focus on communication
- Upheld cleanliness of workstation
- Supported in all areas of the kitchen