

# Austin Safo

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Objective: To obtain a position as a Customer Service Representative

## Qualifications:

- Detail-oriented, with the ability to multitask, prioritize and use initiative;
- Able to work in a team or individual setting;
- Able to work in a fast-paced environment;
- Reliable, punctual with a great work ethic with minimal supervision
- Willing to work flexible shifts; available for evening/weekend
- Received volunteer award of excellence from local MPP
- Standard first aid
- Food handling certificate
- High five certificate
- Smart Serve
- Experience handling forms, stand sheets, transfer sheets, etc.
- Experience supervising Staff
- customer service certified
- Able to multitask and take multiple orders

## Education:

Bachelor Of Sports And Recreation Studies: Management      Sep. 2022 - Current

Humber College, Toronto, ON

**O.S.S.D**      Sep 2017 - June 2021

Crawford Adventist Academy, Toronto, ON

## Employment Experience:

The City of Toronto      July.2020- Sep 2022

### **Camp Counselor**

- Provided a fun, safe and meaningful program for children.
- Planned and led a variety of camp programs.
- Performed administrative tasks to support the program
- Designated Staff to do their duties and take breaks
- Aided when Customers needed help

The City of Toronto  
**Location in Charge**

Oct .2020- March 2023

- I provided direction and coordinated and administration of a Leisure Skate Program site.
- Interacts with staff and participants.
- I Monitored and regulated recreational skating activities.
- Designated Staff to do their duties and take breaks

Prep Cook  
Molson Amphitheater  
Toronto, ON

May 2019- Oct 2022

- Prepared dishes for guests, during main events
- Maintained equipment and workspaces
- Supported guests with questions, concerns and directions
- Upheld quality standards along with health and safety precautions

Prep Cook  
**Chick-Fil-A**  
Toronto, ON

Oct. 2019- Sept . 2021

- Aided head chef in preparing and handling orders
- Accountable for tracking and managing detailed inventory
- Maintained equipment and workspaces clean and tidy
- experienced dealing with **temperature control**

Youth catering program  
**Sacraspice CS**  
Toronto, ON

Jun. 2018-Sep 2018

- Chef assistant in preparing dishes
- Handled and prepared food for catering purposes
- Responsible for keeping workspaces and equipment clean and tidy

Youth Beats Program Lead  
**Royal Conservatory of Music**  
Toronto, ON

Jul. 2018-Sep. 2018

- Accountable for creating and facilitating curriculum
- Instructed and aided participants in utilizing music-making software
- Aiding participants express themselves through the power of music

## **Volunteer Experience:**

March Break Camp Assistant  
**The Neighborhood Organization**  
Toronto, ON

Mar. 2018 - Mar. 2019

- Assisted staff in delivering daily activities
- Supervised and facilitated activities for participants
- Lead in maintaining daily logs of participants

**Child Care Assistant**  
Crawford Adventist Academy,  
Toronto, ON

Sept. 2017 – Jan 2018

- Assist supervisor with various duties
- Supervised and socialized with students
- Assisted with daily activities schedule

Dennis R. Timbrell Resource Centre  
After-School Program Assistant  
Toronto, ON

Sept. 2016 – Jun. 2018

- Assist staff in various duties in effectively providing services
- Supervised and prepared daily activities for participants
- Responsible for maintaining a positive and safe environment