

Luis Enciso

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PROFILE

I'm a bilingual candidate with a strong volunteering background as well as teaching and customer service experience. I am looking for a position in the customer service field where I can continue to develop and implement my leadership, problem solving, and time management skills.

SKILLS

- Fluent in English and Spanish
- Excellent customer service
- Problem solving
- Time management
- Leadership
- Reliable
- Positive attitude
- Hardworking
- Cooperative
- Inventory management
- Proficient in Quickbooks, Microsoft 365, Google Workspace, and Social Media

WORK EXPERIENCE

Accessibility Hub Toronto Metropolitan University, Toronto, ON — *Note Taker*

JANUARY 2023 - PRESENT

- Performed real-time captioning, verbatim note-taking and computerized note-taking
- Assisted students by attending every class session of specified courses lectures, seminars, and took comprehensive and accurate notes
- Listened to lectures, presentations, and class dialogue to assemble critical points and information for students

Camila Teaching, Toronto, ON — *English Instructor*

JANUARY 2023 - PRESENT

- Taught English to non-English speakers
- Communicated with students to ensure a high academic performance
- Worked with students in classrooms to provide educational support
- Organized classroom materials and lesson plans
- Classroom management software to take attendance and grade tests

Self-Employed, Toronto, ON — *Spanish Tutor*

JUNE 2022 - PRESENT

- Taught Spanish to native-English speakers
- Organized materials and lesson plans
- Worked with students in small study spaces and home environments to provide educational support
- Assessed students' preferred methods of learning to create engaging and easy to understand lessons

Max Tax & Bookkeeping Services, Scarborough, ON — *Part-Time Bookkeeper*

MAY 2022 - JANUARY 2023

- Data entry (Excel, Quickbooks)
- Bookkeeping; payroll, HST filings, A/R & A/P
- Met with clients
- Assisted with tax returns
- Customer service

Redline Promotions, Scarborough, ON — *Customer Service/Manual Labour*

MARCH 2022 - SEPTEMBER 2022

- Answered phones, recorded messages
- Dealt with customer inquiries
- Scheduled bookings for events
- Increased sales through upselling products
- Data entry
- Created quotations and invoices for customers
- Attended and supervised rides at events to ensure child safety
- Assisted with event setup and takedown, deliveries, and warehouse organization

Dollarama, Toronto, ON — *Sales Associate*

NOVEMBER 2021 - APRIL 2022

- Maintained product stock on the sales floor
- Assisted with customer inquiries
- Inventory management
- Resolved and managed customer complaints

VOLUNTEER EXPERIENCE

Madison High School Youth Soccer Camp , Madison, IN — *Volunteer*

2018 - 2019

- Collaborated with a soccer coach by providing my soccer knowledge
- Ensured child safety through supervision
- Developed a wide variety of soccer-skilled exercises to boost players' performance

Madison Arts and Cultural District, Madison, IN — *Volunteer*

2019

- Helped customers choose appropriate products to benefit their needs
- Resolved and managed customer complaints
- Performed a wide variety of serving tasks (i.e. Taking orders, serving food, checking on customers) to ensure customer satisfaction

EDUCATION

Tamwood International College, Toronto, ON — *Diploma in International Business and Management*

OCTOBER 2021 - OCTOBER 2022

Madison Consolidated High School, Madison, IN — *International High School Student*

SEPTEMBER 2018 - JUNE 2019

IES Nuñez de Arce, Valladolid, Spain — *High School Graduate*

SEPTEMBER 2013 - JUNE 2021