

Charlie Bucket

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OBJECTIVE: to obtain the position of Sport Assistant for the UBC Tennis Centre.

SUMMARY OF QUALIFICATIONS:

- Exceptional ability to provide friendly and timely service to customers
- Proficient in professionally negotiating customer needs and concerns
- Competent in use of computer programs such as Microsoft Word and Photoshop, as well as social media tools such as Facebook and Twitter
- Skilled at coordinating schedules and organizing equipment rentals
- Experience working both independently and in team settings

EDUCATION:

Bachelor of Arts 2012-Present
University of British Columbia, Vancouver, BC

RELEVANT EXPERIENCE:

Sales and Rental Assistant West Vancouver Boat Rentals Summer, 2012

- Maintained and diagnosed problems in fleet of boats and personal watercraft to sustain optimal use of fleet
- Assisted customers with rentals in a timely and friendly manner to ensure a positive rental experience
- Coordinated a fleet of 6-10 watercraft that operated at or near capacity on fair weather days
- Managed customer service issues including negotiations, conflict resolution and client safety in order to build satisfaction and encourage repeat customers

President, Photography Club (volunteer) West Van High School 2011-2012

- Led club meetings and created agendas for the 6-member club to encourage efficient use of members' time
- Organized dark room and equipment sign up to maintain member needs and promote group cohesion
- Increased awareness of photography club among students, which increased club from 3 to 6 members

Photographer (volunteer) StudentVoice, West Van High School 2010-2012

- Created visually engaging photos for the school newspaper which attracted student readership
- Used Photoshop to edit and enhance over 500 photographs
- Engaged with photo subjects to provide positive experience and improve portrait quality
- Prioritized work load to consistently meet deadlines

Sailing Instructor North West Sailing Association Summer, 2011

- Taught beginner and intermediate sailing technique and theory to over 80 clients, adapting to different learning styles in order to communicate lessons effectively
- Oversaw the safety of up to six sailors at a time
- Received new clients, handled bookings and payments while ensuring a positive client experience

CERTIFICATIONS AND AWARDS:

National Lifeguard Service Award (NLS)