

Jana Joubert Skarpas

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📍 Les Cèdres, Québec J7T1K9

Professional Summary

Dedicated and perfectly bilingual student with over seven years of extensive customer service experience in diverse sectors, including design, retail, and the restaurant industry. Proven track record of exceptional performance in high-pressure, dynamic environments. A collaborative and dedicated leader, committed to fostering a culture of engagement and empowerment among colleagues.

Recognized for the ability to build and nurture relationships with a wide array of stakeholders in fast-paced settings. Adept at soft skills development through effective team management and positive customer interactions.

In addition to my professional background, I am a multifaceted individual with a deep passion for music production and singing. I hold the distinction of being a verified artist on multiple social media platforms, reflecting my commitment to creativity and artistic expression. I thrive on new challenges and am unwavering in my dedication to deliver outstanding results.

Education

Expected in 05/2025

JOHN ABBOTT COLLEGE
Sainte-Anne-de-Bellevue, QC

DEC in Graphic Design: *Graphic Web Design*

06/2021

WESTWOOD Junior/Senior HIGHSCHOOL
Hudson, QC

High School Diploma

Grade 7 to 11 - *GRADUATED*

Certifications

- Center-Control Rider Pallet Walkie

Skills

- Project Management
- Sales & Marketing
- Team Leadership
- Staff Management
- Organizational Efficiency
- Customer & Client Relations
- Product Branding, Logo Designing
- Adobe Illustrator, InDesign
- Adobe Photoshop, Lightroom, Bridge
- Adobe Dreamweaver, XD
- Microsoft Word, Excel, Powerpoint
- Music Production & Engineering
- Recording Audio & Sound Mastering
- Video Editing & Visual Manipulation

Work History

Esso - Convenient Store / Retail Associate

Saint-Lazare, QC

Present

- Provided exceptional customer service by greeting and assisting customers with fueling and ensuring a positive experience.
- Manage cash transactions accurately, balancing the cash drawer at the beginning and end of each shift.
- Conducts routine inventory checks and assisted in restocking shelves for a well-maintained store environment.

Vapeurs De L'Ouest - Retail Sales Associate

Vaudreuil-Dorion, QC

03/2023 - 10/2023

- Assisted clients in locating and acquiring desired products, offering personalized guidance and recommendations.
- Managed order entry and receipt, ensuring accurate and timely processing.
- Efficiently restocked the backroom with incoming orders while prioritizing customer satisfaction through attentive service.

Fedex Supply Chain - Warehouse Worker

Coteau-du-Lac, QC

08/2022 - 02/2023

- Responsible for; loading, unloading and moving material to and from storage and production areas while driving a double pallet walkie.
- Wrapped pallets in shrink wrap prior to loading.
- Consistently lifted materials weighing as much as 50+ pounds.
- Operated pallet jacks and material moving equipment to receive and transport items from various warehouse locations.
- Labeled and accurately moved customer orders to meet shipment timetables and minimize errors.

HARVEY'S - Manager

Vaudreuil-Dorion, QC

01/2021 - 08/2022

- Managerial responsibilities; daily operation and processes, build & lead my service team, inventory & waste control, as well as administrative responsibilities.
- Accomplished multiple tasks within established timeframes.
- Developed and maintained relationships with customers and suppliers through account development.
- Adjusted job assignments and schedules to keep pace with dynamic business needs, factoring in processes, employee knowledge and customer demands.
- Applied customer feedback to develop process improvements and support long-term business needs.

Réno-Dépôt - Head Customer Service Representative

Vaudreuil-Dorion, QC

01/2021 - 03/2022

- Responsible for; return and exchange counter, tending to customer needs & responding to customer phone calls, as well as preparing and handling online orders.
- Took payment information and other pertinent information such as addresses and phone numbers to place orders.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and resolving concerns.
- Resolved product or service problems by clarifying customer's complaint, determining cause of problem and selecting best solution to solve problem.

Banana Republic - Retail Associate

Vaudreuil-Dorion, QC

03/2020 - 08/2022

- Responsible for; attending to customers' needs and satisfaction, advisory stylist.
- Greeted customers, helped locate merchandise and suggested suitable options.
- Organized store merchandise racks and displays to promote and maintain visually appealing environments.
- Stocked merchandise, clearly labeling items, and arranging according to size or color.

KLOOK Inc. - Assistant

Les Cèdres, QC

01/2017 - 01/2020

- Wore several hats; networking & social media responsibility, model & photographer, stock & inventory organization.
- Greeted guests in with friendliness and professionalism.
- Worked closely with manager to provide effective assistance for specific aspects of business operation.