

## VIOLET LOBO

### OBJECTIVE

Friendly and outgoing university student interested in a position as a customer service representative in an arts focused environment. Capable of communicating and developing relationships with excellent interpersonal skills.

### SKILLS & ABILITIES

Excellent communication skills in both official languages, excelling at creating content and delivering presentations. Good on-stage presence with ability to act and artistically inclined.

### EXPERIENCE

#### MEDICAL OFFICE SUPPORT – OTTAWA MEDICAL GROUP (Apr 2021 to Aug 2021)

I was tasked with escorting patients to their respective examination rooms, booking patients in and out, cleaning and disinfecting work areas, and stocking examination rooms.

#### TESTING ADMINISTRATOR – ITPLANIT (Mar 2019 – Mar 2020)

I was tasked with administering MCAT exams for MCAT candidates. I escorted students to their respective testing workstation, and I also monitored cameras while students wrote their exams.

#### CUSTOMER SERVICE/SALES/LAB TECHNICIAN - CAMPBELL POOLS (May 2023 to Sept 2023)

I was a customer service, sales, and lab technician rep. I assisted clients with issues concerning pool chemistry, chemicals, products, and the overall details concerning pool maintenance. Furthermore, I assisted customers to find products and I worked in the lab processing water tests and advising customers on what steps to take to maintain their perfect pool chemistry.

#### CUSTOMER SERVICE – Le Petit Salon

October 2023 - Ongoing

I am a customer service and keyholder at LPS. I greet clients, confirm appointments and assist the staff. I also assist customers to find the products that they're looking to purchase.

### EDUCATION

#### UOTTAWA – SECOND YEAR

Currently attending my second successful year at the University of Ottawa, taking a major in Art History with a minor in Communications.

### COMMUNICATION

In grade 8 I was in the 'group de theatre' at Garneau, and we delivered a phenomenal comedy piece at the Shenkman Centre for the parents.

### LANGUAGES

English, French: Fluent, Portuguese: Intermediate

### REFERENCES

Maryse Lortie

Nurse, Ottawa Medical Group

613-724-9745