

steve corbett

Waterloo, ON N2J 0E4 N2J
stevecorbett181@gmail.com
+12266987382

Work Experience

Customer Service

economy lube-Kitchener, ON
March 2024 to October 2024

- Provided exceptional customer service by promptly addressing inquiries, resolving issues, and ensuring customer satisfaction
- Managed a high volume of incoming calls and emails, consistently meeting or exceeding performance metrics for response time and resolution
- Collaborated with cross-functional teams to escalate unresolved issues and ensure timely resolution for customers
- Resolved complex customer complaints by investigating the root cause of the issue and implementing appropriate solutions
- Assisted customers in navigating company website, troubleshooting technical issues, and placing orders online

Lube and Tire Technician

Mr. Lube-Waterloo, ON
September 2022 to March 2024

- Performed oil changes, tire rotations, and other routine maintenance tasks on a daily basis
- Performed tire installations, rotations, and repairs for a high volume of vehicles on a daily basis
- Inspected tires for wear, damage, or punctures, recommending appropriate solutions to customers
- Assisted in the selection and purchase process by providing expert advice on tire options based on vehicle specifications and customer preferences
- Trained new technicians on proper tire installation techniques and safety procedures

Education

High school diploma

Glendale Secondary School-Hamilton, ON
September 2001 to November 2007

Skills

- Data entry
- Microsoft Office
- Customer service
- Spanish
- Organizational skills