



## LOUISE MOLNAR

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**WWW:** [Bold Profile](#)

## HIGHLIGHT OF QUALIFICATIONS

Service-oriented professional with extensive experience in guest services. Proven track record of delivering exceptional customer service, effectively resolving conflicts, and addressing diverse guest needs. Strong communication skills and ability to thrive in fast-paced environments contribute to enhanced team performance and customer satisfaction.

## SKILLS

- Customer Service expert with over 30 years of experience exceptional conflict resolution, communication, and organizational abilities
- Exceptional multitasking abilities with ability to remain highly attentive when completing time sensitive responsibilities
- Proven ability to collaborate effectively with team members and support the onboarding and training of new staff members
- Dependable and detail-oriented with strong commitment to providing customer focused solutions and recommendations
- Working knowledge of Microsoft Office Word, and Outlook

## EXPERIENCE

### Guest Services

Waterloo

Goodwill Donation Centre/Jan 2023 to Jan 2025

- Assisted all customers with their shopping experiences by providing recommendations and timely solutions
- Supported with sorting of incoming donations and preparing items prior to sending them to sales floor
- Assisted with training and onboarding new staff on job duties and responsibilities fostering a supportive work culture
- Provided exceptional customer service to all daily by greeting customers upon entering the store

### Cashier

Kitchener

Shoppers Drug Mart/Jan 2021 to Jan 2023

- Completed merchandising of products throughout the store, faced, restocked, and maintained product inventory
- Completed cleaning duties are needed such as sweeping, mopping, sanitizing, to ensure safe and presentable sales floors throughout
- Assisted with answering incoming call, responding to customer inquiries, and providing solutions or knowledgeable recommendations

### Daycare Worker

Kitchener

Crunch Fitness/ Jan 2018 to Jan 2019