

ZAIDEN SANTOS

Waterloo, ON • 226-698-4203 • zaidensantos11@gmail.com

OBJECTIVE

Motivated and reliable BBA student with proven experience in customer service, sales, and technical troubleshooting. Eager to contribute strong communication, organization, and problem-solving skills to a dynamic team. Open to opportunities in business, customer service, retail, administration, or technical roles to gain experience and deliver results.

KEY SKILLS & STRENGTHS

- Excellent communication and customer service abilities.
 - Strong sales and persuasion skills, consistently meeting goals.
 - Technical troubleshooting and problem-solving expertise.
 - Effective organization and time management under pressure.
 - Proficient in Microsoft Office (Word, Excel, PowerPoint, Teams).
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WORK EXPERIENCE

Home Service Solutions — Sales Representative

Waterloo, ON | June 2025 – September 2025

- Promoted home maintenance and improvement services through door-to-door and phone-based sales.
- Exceeded weekly sales targets using persuasive communication and strong product knowledge.
- Built long-term customer relationships, driving satisfaction and referrals.

RIMOWA — Engineering Internship

Cambridge, ON | June 2023 – September 2023

- Conducted inventory assessments of robotic machinery, improving database accuracy.
- Assisted with machine maintenance and supported migration to Microsoft Teams telephony system.
- Developed technical and process improvement skills in a fast-paced environment.

Foodland — Produce Department

Truro, NS | April 2022 – June 2023 (Part-time)

- Maintained organized product displays and assisted customers with inquiries.
- Supported store inventory management and backroom efficiency.

Babysitter

Cambridge, ON | Summers 2020 & 2021

- Provided safe, responsible childcare and managed daily activities and meals.
 - Built trust with families while improving multitasking and time management.
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VOLUNTEER EXPERIENCE

Relay For Life Fundraiser