

Ramir M. Diaz

962 Winnipeg Avenue
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My name is Ramir and I am highly interested in applying for the Customer Service Agent position in Winnipeg, (job ID: CSAYWG2006).

Having excellent Customer Service skills with over 10 years experience, WestJet would truly benefit from me. Currently I am a part time pharmacy technician interested in the airline industry. I have received a diploma in Travel & Tourism from which I have gained knowledge in Canadian and Worldwide demographics, geography, culture, and the Airline computer reservation systems.

Being exposed to Sabre, Apollo (Galileo), Worldspan, and Amadeus software, I am very quick to adapt and understand computer programs. My current position at work requires the use of a sophisticated program involving patient medical profiles and being able to write up a doctor's note into a prescription. I have learned that accuracy and self-reliance is a must in this fast paced industry.

Dealing with customers daily has built up my communication skills. I have established rapport with customers and they greet me on a regular basis. I have done my best when I know that my customers have had a great experience. I believe that learning is life-long and I strive to improve myself and gain more knowledge. I agree that making eye contact and smiling always brightens everyone's day especially in the workplace. I am easily approachable and have the willingness to help others.

I was very fortunate to be employed by Air Canada this past winter season to assist in relieving the holiday stress. However, we were informed that this was a temporary position until the winter rush has subsided. Having the willingness to continue working for the airline industry, I have spoken to several Westjet employees who all have encouraged me to apply.

With all the advancements in airline security, the travel and tourism industry is continually increasing. Having the knowledge in this field and the desire to serve others, I believe I would be of great benefit to this company and its customers. I look forward to meeting you soon.

Sincerely,
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Objective: To provide excellent customer service to all customers and employees of Westjet Airlines.

Career Experiences: Shoppers Drug Mart (March 1999 – Present)

- Accredited Pharmacy Technician
- Front store cash supervisor days/nights (5 years)
- Store planning and merchandising skills acquired
- Certified photolab technician

Air Canada YWG (December 2005 – January 2006)

- Station attendant, baggage services, and luggage sorter

Convergys (June 1996 – November 2003)

- AT&T Worldnet duty supervisor; maintaining inbound call flow and shadowing teams to provide exceptional customer service
- Inbound customer care for AT&T Worldnet Service (United States)
- Inbound customer care for AT&T Canada long distance and internet

Education:

- Travel/Tourism (ICS Canadian Limited / Thomson Education Direct)
Diploma received September 2003
- Health Care (Red River College / Seven Oaks SD / West Kildonan Collegiate) Diploma received June 1998
- University of Winnipeg; various courses completed towards BA including: computer sciences, accounting, and statistics.
September 1996 – April 1999
- Saint Paul's High School
Diploma received June 1996

Interests: airplanes, camping, cars, music, photography, sports, traveling and working out.

References: available immediately upon request.