

Robert Veale
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Objective

To obtain a challenging position that encourages me to utilize my experience and skills and at the same time learn new skills in an atmosphere that promotes professional and personal growth.

Highlights of Qualifications

- Highly adaptable to new environments, challenges and increasing levels of responsibilities.
- Effectively prioritize concurrent projects.
- Strong analytical and technical problem solving, decision making, interpersonal and communications skills.
- Takes initiative with minimal to no supervision.
- Proven ability to work independently in a dynamic, fast-paced environment as well as effectively working as a team player.
- Knowledge in various programming languages (Microsoft Word, Excel, Outlook, Photoshop, Illustrator and In Design).
- Dependable and responsible.
- Committed to excellence and success.
- Well-developed problem solving skills.
- Personable professional whose strengths include cultural sensitivity and the ability to build a rapport with a diverse clientele.

Professional History

Air Canada
Calgary, AB
Oct 2019 – Feb 2021

Customer Relations Representative

- Respond to customers email complaints and/or concerns.
- Use various software programs to research each individual case.
- Meet and exceed daily quota requirements.
- Decide on compensation to pay, if any.

Westkey Storage
Calgary, AB
Jan 2015 – Aug 2015

Storage Consultant

- Storage unit sales.
- Accounts receivable.
- Identified and collected on delinquent accounts.
- Maintained office supplies.

Southland Transportation
Calgary, AB
Jun 2013 – Jan 2015

School Bus Driver

- School bus driver.
- Maintained driver's log.
- Performed pre and post trip vehicle inspections.

Westjet Airlines
Calgary, AB
Aug 2005 – Dec 2012

Customer Service Agent

- Call out team advising customers of flight changes and cancellations.
- Ticket sales.
- Weighed and monitored checked and carry-on baggage.
- Passenger verification for specific valid identification.
- Provided documentation (flight and weather plan) for flight crew.

The UPS Store
Calgary, AB
June 1996 – November 2006

Manager/Customer Service Representative

- Mailbox rentals.
- Sorted mail.
- Photocopy & fax.
- Scanning and image manipulation – Photoshop, Desktop Publishing.
- Marketing.
- Hiring.

Education and Training

Shaw Academy – Calgary, AB Oct 2016 – Oct 2016

- Photography & Photoshop.
- Web Development.
- Web Design & Graphic Design.

Lynda.com – Calgary, AB Feb 2018 - Present

- Premiere Pro
- Video Editing
- Photography
- Photoshop
- HTML
- CSS

York University – Toronto, ON Oct 2006 – Oct 2006

- Flight Dispatch Certificate

Bow Valley College Sept 1992 – Jun 1993

- Academic Upgrading
- GED
- Rutherford scholarship

Centennial College – Toronto, ON Sep 1985 – Aug 2006

- Aircraft Maintenance Diploma

Certificates

WHMIS • CPR and First Aid - St Johns EFA-C • Photography • Advanced Photoshop • Web Design • Graphic Design • Web Development • CSS Essential Training • Bootstrap 4 Essential Training • A310 Type Certificate • Flight Dispatch • Radiotelephone Operator

Volunteer

- Calgary Airport White Hat Team
- Rocky View Hospital