

Russell Benner B.A.

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HIGHLIGHTS OF QUALIFICATIONS

Ten years of experience providing superior customer service, including 5 years teaching English in South Korea, at Carleton University, and within various organizations

Accomplished team member, leader, and builder who lead teams of various individuals to promote the responsible use of alcohol and to promote various clubs, societies, and special events

Familiar with computers

Bachelor of Arts Degree from Carleton University

Excellent anticipation and solving of problems

SKILLS AND EXPERIENCE

Customer Service

Provided detailed and accurate information to clients regarding relevant products and services available on campus and in the greater community

Advocated on behalf of constituents and members of the community to the proper administrative body or agency

Ensured repeat usage of services as a result of prompt, efficient friendly customer service under demanding and unique situations

Leadership/Team Building

Extensive knowledge obtained while working in multi-cultural environments both in Canada and abroad

Organized and lead teams of 4 to 20 people to successfully complete a wide range of events and duties including an annual ball attended by over 3000 people

Proven outcomes in building successful teams with individuals from various backgrounds who were assigned difficult tasks

Experience training in a wide variety of roles

Empowered members of the team to reach their full potential by providing the support required for their success

Organization

Organized all aspects of various special events including summer and winter ESL camps in South Korea attended by upwards of 300 participants

Managed large groups of people during time sensitive activities

Prioritized the needs and goals of the organization to best promote the appropriate agenda

Accurately assess time, finances, and resources required for various charitable and promotional activities

EMPLOYMENT HISTORY

Technical Service Representative Minacs International	2007-Present Niagara Falls, Ontario
Customer Service Representative Convergys	2006-2007 Welland, Ontario
English Teacher Hanam Elementary School	2005 - 2006 Hanam City, South Korea
English Teacher Reading Town Academy	2004 - 2005 Seoul, South Korea
English Teacher English Friends Academy (Young Shin Girls High School)	2002 - 2004 Seoul, South Korea

VOLUNTEER EXPERIENCE

Student Senator Carleton University Senate	1999 - 2000 Ottawa, Ontario
Reception and Transportation Chairperson Carleton University Charity Ball	1999 - 2000 Ottawa, Ontario
New University Government Representative Carleton University	1996 - 2000 Ottawa, Ontario
Patroller/Dispatcher Carleton University Foot Patrol	1996 - 2000 Ottawa, Ontario
Executive Member various Clubs and Societies Carleton University	1995 - 2000 Ottawa, Ontario

EDUCATION

Legal Studies Carleton University	1998 - 2000 Ottawa, Ontario
Bachelor of Arts Political Science Carleton University	1994 - 1998 Ottawa, Ontario
Law and Security Administration Humber College	1990 - 1993 Toronto, Ontario

REFERENCES AVAILABLE UPON REQUEST

