­­­J.O.S.H

289.296.7790

JOSHUA S. D’CUNHA

WWW.JOSHUASDCUNHA.WEEBLY.COM

**PROFILE**

Creative mindset with ability to maintain energy and enthusiasm

Outgoing, approachable, enjoy being around and helping people

Advanced oral, written & communication skills resulting in accuracy and precision

Strong team player who is also capable of working effectively in an independent environment

Consistently received multiple outstanding customer service recognition awards

Ability to effectively articulate, teach and deliver employment and training information

**DEMONSTRATED ABILITIES**

COMMUNICATION AND NETWORKING SKILLS

* Assisted up to 80 individuals daily with job search techniques and resource information
* Greeted customers & clients in a welcoming and enthusiastic manner
* Handled escalated billing issues for Rogers Wireless and Quest Services
* Educated community organizations, businesses, and youth on various services offered
* Assisted individuals 16-29 with job search and development of resumes & cover letters
* Utilized problem solving / communication skills to effectively de-escalate high tension situations
* Informed members of the general public about programs, services, workshops and special events through a network of community organizations and participated in outreach events
* Assess client needs and provided appropriate resources to address specific concerns or inquiries
* Initiated motivational team meetings to create excitement and increase moral among sales team
* Consistently recognized for developing strong rapport with customers resulting in repeat clientele
* Liaised with various community organizations at a wide range of events, seminars and conferences

FACILITATION SKILLS

* Assessed client needs and developed strategic approach to obtaining employment and other future goals and endeavours through identifying career options and developing effective job search skills that introduce and secure self sufficiency, organization and goal obtainment
* Responsible for representing organization during various community outreach events and meetings and ensuring information and resources were up to date
* Prepared and facilitated workshops and individual employment counseling sessions on job search strategies including: resume preparation, interviewing skills, as well as resume and cover letter revision, correction and development
* Delivered job search workshops and presentations to youth and adults of different socio-economic and educational backgrounds
* Collected Labour Market Information for clients regarding job openings and skills requirement also kept client files to up to date
* Followed up with clients to assess their job search progress, offered support and discussion on any challenges or barriers they may be facing and provided effective resource or advisement for goal achievement and /or challenge resolution

ADMINISTRATIVE SKILLS

* Organized client billing, payments and contact information, updated client account information, upgraded mobile/data plans and devices, created new customer accounts, entered client information, appointments, contributions and completed credit checks on in house database systems
* Photocopied, faxed, printed and re-formatted private and confidential documents
* Telephoned businesses to update contact lists, and schedule appointments
* Familiar with MS Office Software, Adobe Photoshop, POS and Sales Software

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**EDUCATION & PROFESSIONAL DEVELOPMENT**

2007

**Denis Morris Catholic High School**

*Senior IV Diploma*

*Lead Role in Aida : Radames*

*Lead Role in Les Miserables: Javert*

*Denis Morris Idol Finalist*

2009

**Red River College**

*Business Administration Major: Marketing.*

2011-Present - Expected Completion: April 2015

**Niagara College**

*Pre-Media and Design*

2009

**Addictions Foundation of Manitoba**

*Working with Resistance, Moving Towards Change*

2010

**Addictions Foundation of Manitoba**

*Alternatives to a Healthy Lifestyle*

*Facilitating Groups with Youth*

2010

**Winnipeg SEED Foundation**

*Making a Budget and Sticking to it*

*Basics on Credit*

**EMPLOYMENT HISTORY**

2013

**Vintage Vibes Boutique**

***Social Media Specialist***

2013

**Peppermints Nightclub**

***Server***

2012-2013

**Peppermints Nightclub**

***Server***

2012-2013

**Peppermints Nightclub**

***Server***

2011-2012

**Sutra Nightclub**

***Bartender***

2010-2011

**Bailey’s Prime Fine Dining**

*Server*

2009-2010

**Billabong Bar & Bistro**

*Server*

2009-2010

**Y.E.S. Manitoba Inc.**

*Employment Facilitator/*

*Community Relations Coordinator*

2008-2009

**Nucomm Marketing**

*Billing Supervisor*

2007-2008

**George Richards Big and Tall Menswear**

*Personal Sales Consultant*

2005-2007

**Old Navy**

*Customer Service Representative*

2004-2006

**Café Amorè Mediterranean Cuisine**

*Server*