

Myke Pwnage

Customer service & food service · Part-time retail

Kingston, ON myke@bugfyn.com

SUMMARY

Friendly, reliable and quick to learn. Nearly nine years in a call centre helping customers and leading a team, plus recent hands-on work serving and preparing hot meals at a grocery store. Currently studying Massage Therapy at Trillium College, and looking for part-time retail work in the mall.

Availability: Fridays, Saturdays and Sundays, all day. Monday to Thursday after 1 pm.

SKILLS

Customer service & de-escalation

- Helped customers over the phone for years: listening, staying calm and getting the problem solved.
- Skilled at settling down upset customers and turning the conversation around.

Cash, stock & fast-paced work

- Cash handling and stock work, starting with overnight shifts at a convenience store.
- Served shoppers in person and prepared food in a busy grocery store, with attention to food safety.

Teamwork & training

- Promoted to call-centre supervisor, coaching a team and handling escalations.
- Coached new hires, and tutored fellow students at St. Lawrence College.
- Learns new systems quickly and without hand-holding.

EXPERIENCE

HMR Clerk (Hot Meals & Prepared Foods)

Jul 2025 – Jan 2026

Jonsson's Your Independent Grocer · Almonte, ON

- Served hot meals and prepared a variety of foods for the counter.
- Stocked and rotated the hot case, and took custom orders.
- Checked and logged food temperatures every few hours.

Technical Support Specialist

Nov 2021 – Mar 2023

Xplore Inc. · Kingston, ON

- Answered inbound customer calls and solved internet service problems.
- Booked repair work orders and coached new hires.

Software Developer

2013 – 2024, various roles

ADGA Group, BizXcel, FuneralTech, Farside HR, KFL&A Public Health · Ontario

- Met with clients and teammates to plan the work, and wrote the documentation others relied on.
- Trained and supported teammates, and learned each new system fast.

Call Centre Supervisor (promoted from Specialist)

Dec 2003 – Sept 2012

Startek

- Moved up through activations, customer support, technical support, a residential help desk and ICU Specialist, the go-to person for the toughest cases.
- Promoted to supervisor in my final year: coached the team and handled escalated customers.

Overnight Clerk

Late 1990s

Mac's Convenience Store

- Ran the till and stocked shelves on the 11 pm to 7 am shift.

EDUCATION

Massage Therapy

In progress

Trillium College

Computer Programmer Analyst, Advanced Diploma

2012 – 2014

St. Lawrence College · Dean's List