

Jodi Smith

Being a Team Lead for several years, in various roles, I take pride in knowing I have been able to live up to expected performances within the companies I have had the pleasure of working with. I have had the opportunity to not only find new skills in myself by creating goals, understanding, and meeting KPI's along with the pleasure of seeing and helping my team members to understand the same. I have proven to not just my employers but to myself that I can succeed at anything I set my mind to. I have been able to collaborate with all levels of management and staff to create a successful environment around myself.

EXPERIENCE

Best Buy Canada, Newmarket ON — *Team Leader - Mobile*

October 2024 - PRESENT

- Keyholder, in charge of arming/ disarming the store's alarm system.
- Cash handling: handling of money intake and end-of-night deposits.
- Supervise a team consisting of customer service and mobile staff, ensuring their performance is in alignment with company standards.
- Created and implemented various plans to help support personal development and store functionality.
- Drove personal and store sales goals to meet the store's expected numbers.
- Primary lead for all mobile phone sales & creating legal contracts with various carriers based on customer's needs.
- Entrusted with overseeing, safeguarding, and holding accountability while handling high-value inventory on a daily basis.
- Proactively identifying and blocking fraudulent transactions to protect the company from legal and financial liability.

Best Buy Canada, Newmarket ON — *Team Leader - GeekSquad in-store services*

November 2023 - October 2024

- In charge of leading a team of technical specialists, providing teaching, performance evaluations, and career development.
- Acted as a liaison between our leadership team, the Sales team, and the Support team to communicate customer feedback to ensure our customers received end-to-end services.
- Led the entire district in sales numbers and effectiveness for over a year.
- Was tasked with, and excelled at, beta testing new techniques and technical programs in our store.
- Leader for finding resolution efforts for complex issues involving Hardware & Software issues.
- Acted as the primary point of contact for escalated cases involving data loss. Balancing technical explanation with emotional support during high-stress interactions.
- Coordinated with data recovery vendors and our escalated out-of-store support to exhaust all possible solutions to provide the best outcome in various "bad" situations.
- Developed and delivered onboarding and training sessions for new hires.
- Continuous completion of the previous role's various tasks.
- Keyholder, in charge of arming/ disarming the store's alarm system.
- Entrusted with high-value inventory on a daily basis.

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CERTIFICATIONS

First Aid

WHMIS Training

EDUCATION

Max The Mutt: College of Animation Art and Design —

Classical and Digital 2D & 3D Animation and Production
Graduated with Honours

Dr. John M. Denison Secondary School, Newmarket, ON —

High School Diploma

KEY SKILLS

Proficient in Microsoft Teams, Word & Excel

Learn 2 Lead- Courses and Training

LEAD - Training courses

Emotional Intelligence training

Collaborate with the leadership team to provide the best outcome for customers & other staff

Through 1:1 with the team, I address and manage performance concerns

Best Buy Canada, Newmarket ON— GeekSquad *In Store Service Agent* **- Senior Staff**

September 2021 - November 2023

- Demonstrated strong organizational and communication skills to coordinate tasks and support cross-functional teams.
- Thrived in a fast-paced environment by efficiently multitasking and consistently meeting tight deadlines.
- Translated complex technical concepts into clear, understandable terms for non-technical users, improving overall customer satisfaction and issue resolutions.
- Performed routine and advanced software installations, guiding users with varying levels of technical proficiency.
- Installed, maintained, and repaired internal computer hardware and software applications across a wide range of systems.
- Perform troubleshooting to correct hardware and software malfunctions.
- Diagnosed and resolved hardware and software issues using a variety of diagnostic tools, replacing components as needed to restore functionality.
- Regularly ensured a minimized risk to customer data by completing full system backups and restores.
- Entrusted with the sole responsibility for organizing and managing department records, ensuring accuracy in logs, client files, and service documentation.

Best Buy Canada, Newmarket ON— Full Time Customer Service Specialist

September 2019 - September 2021

- Key player in offering our customers first-rate customer service to maximize satisfaction and business success.
- Handled customer inquiries and suggestions courteously and professionally.
- Met customer service goals and exceeded customer expectations.
- Processed customer orders and accurately handled payment transactions.
- Worked with the floor team and team leaders to meet a wide range of customer needs.
- Worked through a vast number of challenges and changes to create an amazing customer experience despite the lockdowns and restrictions.
- A key player in creating plans and strategies within the store to better serve the curbside pickup customers.

Lowes Home Improvement, Newmarket ON — *Lumber & General Cashier*

April 2017 - May 2018

- Supervised cashiers to boost customer service levels, check accurate balances for transactions, and promote smooth operations.
- Was instrumental in training, mentoring, and developing new cashiers.
- Assisted customers in completing purchases, locating items, and enrolling in rewards program.
- Provided exceptional services in compiling and managing invoices and shipments for orders larger than the store's limitations.

Second Cup, Newmarket ON — Team Leader

April 2013 - April 2016

- Evaluated customer needs and feedback to drive product and service improvements.
- Conducted training and mentored team members to promote productivity
- Commitment to friendly service.
- Planned and executed promotions and special events in close collaboration with management.
- Handled and resolved customer issues and complaints with professionalism and tact to drive customer satisfaction and repeat business.
- Oversaw store operations by balancing cash drawers, reconciling transactions, and depositing earnings at the bank.

VOLUNTEER

Community Service, Holland Landing, ON — General Labour

Completed demolition of outbuilding.

Created a flagstone walkway on a steep hill.

Ongoing & continued support

Best Buy Canada, Newmarket, ON — Wellness Ambassador

Responsible for informing the store staff about the resources that Best Buy offers. Such as

- Mental health awareness
- Various help lines

Responsible for following up with employees to go over benefit enrollment and answer any questions regarding their benefits.

Best Buy Canada, Newmarket ON — Event Planning Committee

Responsible for planning and executing store events. Such as:

- Store Weekend BBQ
- Annual Softball Tournament (Company-wide)

Engaged the staff to participate in the events.