

# Jacque Ladouceur

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## PROFILE

I am seeking full-time employment in a company that capitalizes on excellent customer service in a fast paced environment. I am seeking a position that will challenge me to use my skill set to contribute to their success.

*Strong work ethic - Team Oriented - Friendly personality - Fast and efficient  
Conflict Resolution - Reliable - Positive attitude - Attention to detail*

## EXPERIENCE

### Store Manager

Luxury Pawn, Guelph ON

2022

- Maintaining a high level of customer service in-person, by phone and online
- Process cash, credit and debit payments
- Maintain an detailed database of all inventory with description and facility location
- Merchandising inventory to be sold
- Opening and closing of store
- Hiring and training of new staff
- Purchasing of goods, mainly responsible for precious metals and gemstones
- Auditing/record keeping of books, inventory and security systems
- Testing and fixing game systems/accessories, musical gear, phones, pellet guns, etc.

### Logistics Coordinator

Mid Canada Mod Center, Breslau ON

2020

- Customer service via in-person, phone and online
- Arrange, schedule and orchestrate deliveries to meet customer demands
- Receive product and ensure an accurate inventory
- Filing of customs, B13 and commercial invoices
- Creating purchase and work orders
- Process customer payments via cheque, credit and debit transactions
- Maintain an accurate database of all packages in and out of facility
- Transferring of inventory between facilities
- Ensuring correct FAA documentation with each product in/out bound
- Dangerous Goods certified

### Pilot Escort Driver

Private Farm, Australia

2018

- Serving as an escort to farm equipment, trucks and semi tractor-trailer with heavy loads in and out of state lines
- Use of CB radio
- Completing pre/post inspections and trip logs
- Following a strict route
- Onsite minor repairs to vehicles
- Helping to plan route according to speed limits, gas stations and accommodations

**Tractor Operator**

Gary Farley, Australia

2018

- Spreading lime and fertilizer
- Keeping a clear record of paddocks completed
- General maintenance of tractor and spreader
- Moving equipment to and from loading pads
- Using front end loader to load goods into trucks
- Use of radio system
- Recording petrol usage
- Use of GPS system

**Account Manager**

National Moparts, Beaverton ON

2014-2018

- Generating sales and client accounts, including up-selling and cross-selling
- Operated as the point of contact for assigned customers
- Develop and maintain long-term relationship with accounts
- Ensure clients receive requested product and services in a timely fashion
- Traveling across North America to various car shows and expos
- Purchasing, updating and maintaining an accurate inventory
- Customer service/conflict resolution
- Negotiation of pricing from vendors
- Hiring and training of new employees
- Managing 5-10 employees
- Shipping, quality check and receiving of inventory
- Reading blueprint diagrams while using parts books for vintage cars

**Parts & Inventory Coordinator**

Cherry Forest Products, Puslinch ON

2010-2012

- Responsible for quoting, order and maintaining all parts inventory
- Working closely with accounts payable to make sure all invoices and packing slips are entered correctly
- Meeting with sales reps to secure the best possible prices on orders
- Scheduling pick ups and drops off of products
- Data entry for hours and kms for all machinery and vehicles
- Creating and closing purchase and work orders
- Scheduling trucks for maintenance
- Executing warranty claims
- Multiple reports ran daily, weekly and monthly
- Sourcing the best price for purchasing parts
- Reception duties include answering and redirecting phone calls on a multi-line switchboard, checking attendance line and reporting to supervisors, setting up new employees, benefits and eWSIB Form 7, using CB radio to set up deliveries to each barn, signing in and directing of all truck drivers for deliveries and pick-ups, receiving and sending of mail

## **EDUCATION AND CERTIFICATION**

Standard First Aid, Basic Rescuers and CPR Level C Certification

Open Water Certified

GM2 Canadian drivers license

Lift truck classes 1,2,3,4,5,7 tele handler/PEWP/AWP

Valid Canadian passport

Police Foundations

Conestoga College, Kitchener ON

2014

Business Foundations Diploma

Conestoga College, Kitchener, ON

2013

High School Diploma

Guelph Collegiate & Vocational Institute

2009