

ADAM STACEY

Ready For New Customer Service Roles Starting ASAP, Currently Writing A Self-Help Memoir To Be Published in Fall-2026



Looking for Remote Full-Time or Part-Time Employment in Customer Service, Office Administration or an Organization Position. Currently working on my self-help memoir manuscript, being published in Fall-2026.

Personal Details

Highest Level of Education: Secondary School

Total years of experience: 1

Work Experience

Customer Service Representative

Tech Mahindra(Rogers/Fido/Manulife, Etc.)- Hawkesbury-ON

June 2022 to January 2025

- Provided excellent customer support over the phone, addressing inquiries, issues, and service requests promptly.
- Managed high call volume, answering up to 50+ calls per day while maintaining professionalism and empathy.
- Performed accurate data entry of customer information, ensuring quick and error-free processing.
- Delivered internet-based technical support to customers, troubleshooting issues and guiding them through solutions.

Operations Manager

Blogger Shop Gadgets & Gifts-Hawkesbury, ON

May 2022 to December 2023

- Opened & operated a small online business - E-Commerce shopping website. Turned Brick & Mortar, Gift Shop
- Website creator and administrator; set up, maintenance and security.
- Managing social media & marketing with Yellow Pages, TikTok, Instagram, Facebook, Linktree, TikTok, Instagram, Etc.
- In charge of purchasing plans, subscriptions, or physical tech gadgets.
- Elaboration and completion of paperwork, data entry and order processing.

Customer Service Representative

Service Ontario-Hawkesbury, ON

December 2022 to January 2023

- Booking, confirming or changing Covid vaccination appointments.
- Performing data entry and elaborate emails.
- Explaining the possible effects of the vaccine to promote client awareness

- Issuing vaccination papers

Apple Support Agent

Apple-Hawkesbury-ON

May 2021 to October 2021

- Apple sales, computer training, set up, support.
- Answering all types of calls and redirect them to the appropriate service.
- Providing excellent customer service by learning and sharing knowledge or products.

Customer Service Representative

Carhartt-Hawkesbury-ON

March 2021 to September 2021

- Answer calls and provide customer service.
- Placing, cancelling and troubleshooting orders.
- Resolving delivery issues.
- Learning about products and sharing that knowledge with staff and customers.

Customer Service Associate

The Beer Store-Hawkesbury, ON

October 2020 to February 2021

- Crushing returned glass bottles.
- Lifting stock for the store refrigerator and moving new stock from the trailers to the warehouse.
- Provide customer service and stock beer refrigerator.
- Make sure the work environment is clean.

Education

certificate in Office in Office Administration

College of the North Atlantic - St. John's, NL

September 2002 to September 2003

High school diploma

Tricentia Academy - Arnolds Cove, NL, CA

September 1990 to June 2002

Languages

- English - Fluent

Links



Publications

The Title Is To Be Released in the Early Fall-2026

<https://thelunchroomnews.ca>

October 2026

“My mission is to captivate and inspire audiences through the art of storytelling and the creation of insightful, meaningful content. I am committed to producing authentic narratives that resonate deeply with a diverse array of communities, fostering genuine connections and igniting the spark of creativity.”

- Adam Stacey, Writer, Content Creator, & Mental Health Advocate