

JULIUS REQUE

#1407 - 1723 ALBERNI ST.
VANCOUVER, BC V6G 3G9
(604) 710-4048
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September 30, 2013

**Human Resources
Vancouver Aquarium**

P.O. Box 3232
Vancouver, British Columbia
Canada V6B 3X8

Dear Hiring Manager,

*I'm really excited about the job opening for **Guest Services Representative** at the Vancouver Aquarium.*

I saw this posting in the Vancouver Aquarium website. I am pleased to submit my credentials and express my interest in this position.

- I have strong communication and problem-solving skills
- I am experienced in providing a high level of customer service with patrons – in person, by telephone and in writing
- I have seven years background in sales, retail, marketing, and operating point of sales systems
- I am person-focused - Interacting with people and being able to help and inspire them through education and demonstration is high on my list of personal values
- I enjoy learning about my workplace; I also keep up to date and participate in local events and I like to share that learning with guests and visitors
- I am a skilled facilitator; I enjoy working with children and co-volunteers at the WetLab. To engage and gain the trust of visitors, whether they are school groups or Members is important and self-gratifying to me
- I believe in the principles of the Vancouver Aquarium, its mission to educate, inspire and promote conservation and caring for our animals and the environment

Attached is my resume to expound on my credentials.

Thank you for considering my application. Please let me know if I can provide you with any other information. I welcome the opportunity to discuss my qualifications for this position.

Respectfully yours,



JULIUS REQUE

Attachment: Resume

JULIUS REQUE

(604) 710-4048 | Rikki@JuliusReque.com
<http://LinkedIn.com/in/JuliusReque>

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"Julius is an absolute pleasure to work with. He takes initiative and always looks for new ways to improve relationships with clients as well as his fellow team members. I had the distinct pleasure of being his manager for three years and I was always struck by his intelligence and creativity as well as his great attitude and integrity. Julius is an exemplary team player."

*Phil Setchfield, Box Office Manager
Yerba Buena Center for the Arts, San Francisco CA*

OBJECTIVE: To acquire a position as Guest Services Representative, where I could use my communication and organization skills in representing the Aquarium through great interpersonal service and use of a point-of-sale system to manage admission and membership

PROFESSIONAL EFFICIENCY

- Person-focused, diligent, detail oriented with very strong interpersonal skills
- Personable, approachable, high-performance professional
- Capable of communicating organization's goals, values or project guidelines with clients of diverse backgrounds
- Proven team player with keen powers of observation, analysis and discretion
- Works well within a group and with minimal supervision, provide solutions while focusing on customers' needs

PROFESSIONAL EXPERIENCE

CUSTOMER CARE REPRESENTATIVE

Accenture Business Services for Utilities

Provide telephone customer service to BCHydro clients. Resolve issues and address needs on the first call, promote conservation

MAY 2013 – PRESENT

PHOTO/ELECTRONICS and AUDIOVISUAL SPECIALIST

London Drugs, Vancouver, BC

Provide customer service and technical sales assistance with photography, electronics and audiovisual equipment and services. Use point-of-sale and merchandising programs for purchases, transactions and supplies. Keep up to date on new technology/products and attend product knowledge seminars.

DEC 2010 – PRESENT

TRAVEL (AND IMMIGRATION), PHOTOGRAPHY, VIDEO PRODUCTION

Lonely Planet Television - *Worked as a travel video producer, researched events and coordinated with local community contacts, scheduled engagements to be filmed, worked directly with Associate Producers in scriptwriting and editing. Presently working as a freelance photographer for travel, events and portraiture.*

AUG 2007 – PRESENT

SENIOR MARKETING and SALES ASSOCIATE

Yerba Buena Center for the Arts, San Francisco, CA

Provide high level of customer service to patrons - in person, on phone or other forms of correspondence. Greet customers, patrons and guests; provide information such as gallery exhibits, performance, and film events. Document customer, donor and patron data in computer system. Prepare Box Office for opening and end-of-day sales transactions.

FEB 2004 – JUN 2007

EDUCATION

BUSINESS AND CAREER DEVELOPMENT PROGRAM <i>Transitions West Pender, Vancouver, BC</i>	2010
UNIVERSITY OF THE PHILIPPINES, LOS BAÑOS <i>BS Development Communication, Los Baños, Laguna, Philippines</i> <i>Major Educational Communication</i>	1992 – 1999

VOLUNTEER ACTIVITIES

VANCOUVER AQUARIUM, Vancouver, BC <i>Inquiring Minds, WetLab Exploration, Intertidal Marine Biology, and Aqualab Educator and Photography</i>	2011 – May 2013
DR. SUN YAT-SEN CLASSICAL CHINESE GARDEN, Vancouver, BC <i>Photography</i>	2011 – Present
SARDIS RAPTOR CENTER, Ferndale, WA <i>Website development, Design, and Photography</i>	2009 – Present
BOYS AND GIRLS CLUBS OF AMERICA, San Leandro, CA <i>Mentorship</i>	2003
HUMAN RIGHTS CAMPAIGN, San Francisco, CA <i>Events organization, Fundraising</i>	2003

REFERENCES

CANDI BOVILL

London Drugs Photo Electronics Department Manager
(604) 669-8533

PHIL SETCHFIELD

San Francisco Performances Associate Director of Communications
(415) 398-6449

DANA TURNER

Educator and Biologist at Vancouver Aquarium
(604) 659-3474 ext. 3592

KATHRYN ANDERSON

Facilitator/Career Advisor, WorkBC South Vancouver
Employment Service Ctr.
(778) 889-5929