

Bilingual customer service professional with strong experience in high-volume call centers, technical support, and client-facing environments. Proven ability to manage a high volume of interactions, navigate multiple systems simultaneously, and resolve requests at first contact (FCR). Recognized for speed, accuracy, and maintaining high-quality service under pressure. Focused on performance, customer satisfaction, and continuous improvement.

CORE SKILLS

Bilingual Communication

Customer Service

High-Volume Call Center

First Call Resolution (FCR)

Problem Solving

Microsoft Office

CRM / Ticketing Systems

Active Directory

Multitasking & Fast-Paced Environments

Adaptability

PROFESSIONAL EXPERIENCE

Extended Health Care Representative

Oct 2023 – May 2024

Canada Life — Ottawa, ON

- Managed a high volume of inbound calls related to claims, reimbursements, and coverage.
- Analyzed customer requests quickly and resolved issues effectively within performance standards.
- Explained claim decisions clearly and accurately, reducing misunderstandings and repeat calls.
- Maintained strong accuracy and compliance in a regulated environment.
- Used multiple internal systems simultaneously to deliver smooth, efficient service.

Junior Service Desk Analyst (Level 1)

Jan 2020 – Mar 2021

Health Canada (via Newfound Recruiting) — Ottawa, ON

- Provided technical support to users in a high-demand environment.
- Resolved access issues, password resets, VPN, Outlook, and Teams.
- Used ticketing systems for tracking, documentation, and escalation.
- Communicated clearly and resolved technical issues quickly.

Front Desk Agent

Jan 2019 – Dec 2020

Crowne Plaza — Ottawa, ON

- Managed reservations, billing, and guest interactions in a fast-paced environment.
- Handled multiple calls and requests simultaneously with professionalism.
- Resolved customer concerns efficiently.

Customer Service Representative (Bilingual)

2015 – 2017

MSI / Bell Canada — Ottawa, ON

- Handled inbound and outbound calls in a bilingual call center.
- Resolved customer issues quickly with a professional approach.
- Provided accurate information and active listening in sensitive situations.

SELECTED PROJECT

StudioFlow — Multi-User Web Application

In Development

Independent Project

- Designed and developed a full application for user management, bookings, and workflows.
- Implemented role-based access and user flows aligned with real operational needs.
- Strengthened problem-solving, systems thinking, and technical adaptability.

ADDITIONAL EXPERIENCE

Drum Teacher & Performer

Ongoing

Self-employed

- Teaching students of various levels with structured progression.
- Managing client relationships and scheduling.

- Performing live, demonstrating discipline and confidence.

EDUCATION

La Cité — Ottawa, ON

Computer Systems Techniques (Partial)

Omer-Deslauriers Public High School

High School Diploma

STRENGTHS FOR THE ROLE

- Professional bilingual communication in English and French
- Strong stress management and performance in high-volume environments
- Quick to learn and proficient across multiple systems and tools
- Results-oriented approach focused on efficiency and customer satisfaction
- Strong combination of technical support and customer service experience