

Brittany Pitre

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Qualifications & Abilities

- Very strong communication skills. I pride myself in being professional, empathetic and compassionate.
- Over 5 years in a fast paced work environment, in conjunction with 6 years of customer service experience.
- Fluent in English and French.
- Advanced computer skills: Proficient in MS Office Suite, familiar with programs like citrix, agent webstation and chronos. Includes advanced keyboarding skills.
- Detail oriented and very well organised.
- Adept at predicting and analysing technological issues.
- Extreme aptitude for soft skills and active listening.

Professional Relevant Experiences

RBC Advice Center (Moncton, NB)

Feb 2017 – Nov 2017

Sales and Services Agent.

- Give tailored advice to clients to address their financial needs.
- Trained in assisting clients with mortgages, loans, credit lines and credit products.
- Responsible for moving large amounts of money
- Excellent customer service.
- Gaining clients trust and positioning sales in a way that is honest, clear and concise.
- Responsible for meeting targets for units and other metrics.
- Problem solving due to systems shutting down overnights.
- Giving great financial advice and always leaving clients with a positive experience.

Concentrix (Riverview, NB)

May 2016 – Feb 2017

Fraud and Identity Theft Solutions Agent

- Analyze and validate client information to determine potential fraud.
- Secure client accounts by removing or placing restrictions in case of suspected fraud.
- High standards in regards to privacy and security of client information
- Trained in all departments of the company: Customer Service, Applications, Fraud Solutions, Identity Theft Queue, Pin Queue, Solutions/Escalations.
- Trained to ask probing questions to protect clients against fraud.
- Greet customers in a courteous, friendly, and professional manner.

Volunteer and Community Involvement**Acadia Veterinary Hospital (Dieppe, NB)*****Animal Care Provider***

- Assisted veterinarian in euthanasia, performing in orthopedic surgery, and dental procedures.

Accolades

- Accomplished in managing and meeting project milestones ahead of time.
 - Successfully facilitated rental of a unit to new tenants way ahead of the deadline.
 - Managed tenant requests in a timely and satisfactory fashion.
 - Overseen the reconstruction of the property I am responsible for.
- Orchestra
 - As a result of winning Gold at the Heritage Festival International Music Competition in Washington D.C., I was honoured by performing at Carnegie Hall.

Education**Coder Foundry (Code Bootcamp)**

June. 2020 – Aug 2020

Online Course

NBCC (Web & Mobile Application Development)

Sep. 2021 – Jun. 2020

College, Moncton, NB

High School Diploma (Grade 12)
Moncton High School, Moncton, NB

Sep. 2010 – Jun. 2011