|  |  |  |
| --- | --- | --- |
| **Jennifer Carnrite** |  | 230 Autumn, Dollard des Ormeaux |
| [jennifercarnrite@hotmail.com](mailto:jennifercarnrite@hotmail.com) | Tel: (514) 894-6278 | Quebec, H9G 2T9 |
|  | **Professional Experience** |  |
| **BMO Bank of Montreal**  *Customer Service* |  | *September 2012 - Present* |
| *Customer Service* |  | *May 2000 – October 2005* |

* Execute full range of client facing transactions.
* Perform audit and treasury operations.
* Identify cross selling opportunities via investment calls RRSP, RESP, Mortgages.
* Elevate the client experience.
* Manage various compliance and operational procedures.
* Coaching and mentoring.

**Extended Maternity Leave** *December 2010 – September 2012*

# Quantum Management Services

*Recruitment Specialist February 2010 - December 2010*

* Provide employee recruitment services for Montreal area businesses.
* Engage key stakeholders to establish required candidate profiles.
* Pre-screen candidates.
* Provide short list of suitable candidates to stakeholders.
* Contract Negotiations.

# AGF Investments Inc.

*Inside Sales Representative April 2008 – February 2008*

* Prospect for new business with Advisors within assigned territory over the telephone through contacts and regular follow-ups.
* Strengthen existing business relationships to consistently meet sales targets.
* Ensure full knowledge of most current product and market trends including product/portfolio features, benefits, and investment strategies.
* Periodically deliver product information and business development tools with Advisors at client meetings.
* Organize, coordinate and oversee client events.

# Mackie Research Capital Corporation

*Sales & Trading Assistant October 2005 – April 2008*

* Prepare/submit documentation for processing - new accounts, account changes, and transfers.
* Verify daily transactions and reconcile/record daily administrative tasks.
* Execute and manage processes for mutual fund, equity and/or bond trading.
* Respond to client enquiries, requests, problems; communicating via email and telephone.
* Manage client account cash in-flows & out-flows.
* Client database and contact management.
* Schedule appointments and oversee daily client tasks.
* Assist Investment Advisor with required client reporting and meeting preparation.
* Contact and maintain relationships (internal & external) with various product and service providers to support the various aspects of the advisor team’s business.
* Organizational and administrative support client service initiatives.

**Academic**

**Canadian Securities Course, CPH, 30-Day IR Training Licensed Investment Representative by IDA**

**Concordia University, Montreal** Bachelors of Arts, Psychology 2007