**Tatiana Baxter**

# 845 Duhamel, Pincourt, Quebec, J7W 4G6



**(514) 726 3182 –** [**tatiana.baxter@mail.mcgill.ca**](mailto:tatiana.baxter@mail.mcgill.ca)

A graduate with over 5 years experience in various forms of customer service, as well as a strong background in administration. I have very strong organizational and interpersonal skills and am seeking employment that will allow me to both apply and enhance my competencies.

# SKILLS AND ACHIEVEMENTS

**Communication Skills:**

* Able to communicate fluently in both English and French, both spoken and written.
* Able to communicate effectively and professionally with a variety of individuals, both colleagues and customers.

Skills developed in degree program as well as practical experience in the retail and office settings.

* Edited technical reports coming in from engineers with varying levels of proficiency in the English language.

# Customer Service Skills:

* Recognized amongst the top customer service representatives/sales associates for 4 years.
* Received consistent positive feedback both clients and supervisors throughout retail employment.
* Effectively managed difficult clients through conflict resolution and problem solving skills.
* Aided all manner of clientele in a Service department, answering questions and re-directing their calls to the appropriate personnel when necessary.

# Planning/Organization Skills:

* Organized and maintained a list of technical reports in progress covering 18 interest groups/task forces. Kept track of incoming reports, monitored progress, and updated the list regularly to remove completed/shipped reports. Also aided in the management of report distribution.
* Reviewed, negotiated, and finalized the contracts for the hotels, catering, and audio-visual of large events. Also responsible for booking smaller-scale tours and restaurants for group dinners, as necessary.
* Coordinated and maintained a meeting and flight schedule for 20+ staff across the various interest groups, and booking flights and accommodation for all of these occasions.

# Administration Skills:

* Trained employees in various capacities in both the office and retail settings.
* Entrusted to open/close cashes and stores when management was not available.
* Maintained/closed work orders and created new invoices for service.
* Maintained the list of service plan contracts Canada-wide (opening, closing, renewing)

# Accounting Skills:

* Billed event registrations, and created invoices for these registrations using Simply Accounting software.
* Verified and reconciled all expense reports.
* Balanced various accounts, as necessary.

# WORK EXPERIENCE

**Logistics Coordinator**, CEATI International – December 2014 to January 2015

**Contract Assistant**, Atlas Copco (DDO, QC) – September 2014 to December 2014 (part-time contract) **Administrative Assistant in Operations**, CEATI International (Montreal, QC) – February 2014 to December 2014 **Sales Associate**, La Vie en Rose (Kirkland, QC) – September 2009 to October 2013

**Administrative Assistant in Service & Accounting**, Atlas Copco (DDO, QC) – June 2007 to December 2008

# EDUCATION AND QUALIFICATIONS

**BA: Major in Psychology, Minor in Business Management**, McGill University, Montreal, QC Dean’s Honour List, Member of the International Honours Society Golden Key

**Diploma of Collegial Studies: Social Science with Math**, John Abbott College, Ste-Anne-de-Bellevue, QC

**High School Diploma with Honours**, Macdonald High School, Ste-Anne-de-Bellevue, QC

**COMPUTER SKILLS: Microsoft Office:** Word, Excel, Powerpoint