|  |  |  |  |
| --- | --- | --- | --- |
| **Des’Ree Revette Menard** | | | |
| Ottawa, ON  (613) 869-4575  Desreemenard24@hotmail.com | | | |
|  | | | |
| **PROFESSIONAL EXPERIENCE** | | | |
|  | | | |
| **THE REMEDY ROOM MASSAGE AND TREATMENT CENTER**  Receptionist/Office Administrator   * Efficiently managed front desk operations, handling phone calls, scheduling appointments, and greeting patients with a professional and friendly demeanour. * Coordinated administrative tasks, including maintaining patient records, managing emails, and ensuring smooth communication between staff members. * Implemented organisational systems to streamline daily tasks, improving overall office efficiency. * Demonstrated strong multitasking skills by managing various responsibilities such as filing documents, handling insurance claims, and assisting in billing processes. * Fostered a positive and welcoming atmosphere for patients, addressing inquiries and concerns promptly to enhance the overall patient experience. * Collaborated with healthcare professionals to facilitate smooth patient flow and ensure timely appointment schedules. * Executed accurate data entry and maintained confidentiality of sensitive patient information in compliance with healthcare regulations. * Contributed to the creation and maintenance of standard operating procedures, ensuring consistency in office protocols.   **DONNELLY GROUP, Est. 1999 – DUTCH LOVE**  Customer service/Sales associate (*Full-time)* | **Ottawa, ON**  *August 2023- December 2023*  **Ottawa, ON**  *March 2021–August 2023* | | |
| * Study relevant industry publications and find strategic and innovative approaches to promote products through educating customers. * Worked closely with vendors to gain product knowledge and determine product distribution. * Ensure maximum client satisfaction by providing exceptional and personalized service, enhancing client satisfaction ratings and increase company product sales. * Handled cash and POS systems. * respond to telephone inquiries, providing quality service to customers and associates inquiring about the availability of products and status of orders. | | | |
| **CANADIAN TIRE**  Customer service/cashier (*Part-time)* | | **Ottawa, ON**  *June 2019–April 2020* | |
| * Exceled at listening to customer needs, articulating product benefits and creating solutions that provide value to the customer. * Maintained up to-date product knowledge and information on upcoming product releases. * Completed online orders, complaints, and inquires. * Preformed general store upkeep before, during, and after store hours. * Handled cash, POS system, and online store website. | | | |
|  | | | |
|  | | | |
| **EDUCATION** | | | |
|  | | | |
| **CARLETON UNIVERSITY**  Bachelor of Arts in Global Law and International Studies (concentration: Global law and social justice).  **ALGONQUIN COLLEGE**  Diploma of Web Development and Internet Applications. | | | **Ottawa, ON**  *December 2021*  ***Ottawa, ON***  *January 2023- Ongoing* |
|  | | | |
| **ADDITIONAL SKILLS** | | | |
| * Proficient in MS Office (Word, Excel, PowerPoint) Outlook, MS Project, Salesforce, TFS Project Management * Fluent in English, and intermediate proficiency in Russian and French. * Health and safety management * Sales and Marketing * Research and Analytical skills * Technical writing * Web development * Front-end and Back-end web and app development * Adobe photoshop, Adobe cloud, Adobe illustrator * C#, Python, PHP, HTML, CSS, XML, JSON, AJAX, JavaScript * ASP.NET, .NET Framework, ASP.NET MVC * MySQL * React * WordPress * Wireshark | | | |
| **CERTIFICATIONS** | | | |
|  | | | |
| * CannSell certified | | | |