

Profile

A motivated, personable, Business Professional, with full-stack web development skills. Someone who is eager to learn and to develop their coding skills. Able to thrive in deadline driven environments, and able to stay calm under pressure. Excellent team player.

Summary of Qualifications

- * Approximately 20 years as a working professional * Excellent Customer Service Skills *
- * Advanced Microsoft Excel * Word * Quickbooks knowledge * HTML & CSS Knowledge * JavaScript & JQuery * APIs * Node JS & Express Servers * MYSQL & MongoDB
- Languages: English, In between Basic and Intermediate French

Experience

TD BANK, Customer Service Representative *Ottawa, ON* (February 2020 to Present)

- Responsible for answering incoming phone calls from customers and clients
- Responsible for resolving customer issues and complaints
- Responsible for documenting calls in computer system
- Responsible for having knowledge of various Bank products, in order to offer advice to customers

OTTAWA CHAMPIONS BASEBALL CLUB, Business Manager/Box Office Manager *Ottawa, ON* (April 2015 to December 2019)

Responsible for all aspects of Business Operations and Box Office Operations, which include, but not limited to:

- Responsible for updating company website with up-to-date information
- Responsible for filing monthly CRA Source Deductions and quarterly HST payments; AP/AR lead
- Responsible for staff recruitment for Front Office, Box Office, and Merchandise Store
- Responsible for customer service inquiries in person, over the phone, and through e-mail
- Managed 50/50 Raffle for 2 seasons

ENTERPRISE RENT A CAR, Management Trainee/Customer Service Rep *Ottawa, ON* (June 2014-Mar. 2015)

- Responsible for processing reservations for customers over the phone and in person
- Assists in marketing the Company to existing corporate accounts in hopes of generating more business
- Responsible for mentoring new Customer Service Representatives
- Assists in all customer service duties including pickups, direction assistance, preparing vehicles

NORTH CAROLINA STATE UNIVERSITY, Ticket Manager *Raleigh, NC, USA* (Aug. 2005 - May 2014)

- Developed weekly, monthly, and yearly timelines for operations in Ticket Office
- Point person for completion of all ticket assignments for Football, Basketball, and Baseball Season Tickets
- Responsible for making sure various tickets are packaged and shipped out to customers
- Supervised one full time employee and 3-7 interns

NORTH CAROLINA STATE UNIVERSITY, Assistant Ticket Manager *Raleigh, NC, USA* (Aug. 2001 - July 2005)

- Responsible for customer service inquiries at sporting events
- Sold seat licences for Football, Basketball, and Baseball
- Spoke to Varsity Teams on a yearly basis about the importance of supporting the University
- Assisted in Will Call booth on game days for Football, Basketball, and Baseball

Education

NORTH CAROLINA STATE UNIVERSITY *Raleigh, NC, USA* (1994-1998)

- Bachelor of Science, Business Management. Concentration: Human Resource Management

CARLETON UNIVERSITY *Ottawa, ON*, (Feb 2020-July 2020)

- 6-month computer coding bootcamp offered through Sprott School of Business