# Julien Bertazzo Lambert
**Bilingual Customer Service Worker**

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## Summary:

- Bilingual (French/English) Computer Science/Economics student experienced in customer service work and working in a team setting.
- Provided customer service in French and English for 3 years, working in a team setting at Cineplex Entertainment and at American Campus Communities
- Experience working with students as a community assistant, providing customer service, organizing, marketing, and executing events.

## Key Skills:

- Fully bilingual (French/English)
- Programming
- Team Leadership
- Customer Service
- Problem Solving
- Working in a team setting

## Work Experience

**Co-op Student Web Developer | Ontario Ministry of Health | Toronto, Ontario**
2021

- Worked as part of a team of developers developing and maintaining a full stack web application using React/Node.js/MongoDB
- Led a team of developers in converting a large JavaScript project to TypeScript

**Community Assistant | American Campus Communities | Toronto, Ontario**
2019 – 2020

- Organized, marketed, and executed building-wide and floor-wide events, working in a team setting, resulting in greater engagement with residents and greater reach for future events
- Provided customer service in French and English to residents at front desk and while on call

**Cast Member | Cineplex Entertainment | Winnipeg, Manitoba**
2017-2019

- Provided customer service in French and English while selling refreshments and hosting birthday parties for guests
- Working effectively in a team setting, occasionally as a leader for the team
- Addressed guest concerns in a timely and respectful way

## Volunteer Experience

**Marketing Director | UofT Web Dev Club | https://uoftweb.com/ | Toronto, Ontario**
2020 – present

- Grew online presence of the UofT Web Dev Club, reaching over 200 people through 4 different channels (Instagram, Facebook, LinkedIn, Discord)
- Planned posts and marketing strategies to promote events and projects going on within the UofT Web Dev Club
- Created marketing graphics to go along with posts about events and projects

## Education

Bachelor of Science | September 2019 – May 2023 | 2nd Year Student

- University of Toronto St. George Campus, Toronto, Ontario
- Double Major in Computer Science and Economics