

Julien Bertazzo Lambert

Phone: (204) 254-2535, Email: jbertazzolambert@gmail.com

111 Carlton St. Toronto, Ontario M5B 2G3

SUMMARY:

Bilingual Customer Service Experience (French and English) | Computer Science & Economics Student

- Student at the University of Toronto, studying Computer Science and Economics with over 2 years of customer service experience, working with customers in both French and English.
- Resident assistant doing work in customer service during front desk and on call shifts, as well as planning and problem-solving experience through planning and executing events.
- Sales, customer service, and experience working in a team setting at Cineplex theaters while working shifts at the concession stand, ticketing booth and while cleaning theaters.
- Ability to adjust to new situations very quickly such as when transferring between different theaters while working at Cineplex, and especially when moving to a new province and getting accustomed to a new job almost immediately.

KEY SKILLS:

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|------------------------------------|-----------------------------|
| • Fully bilingual (French/English) | • Adaptability |
| • Problem Solving | • Customer Service |
| • Coding in Java, Python, C | • Team Leadership |
| • Event Planning | • Working in a Team Setting |

EDUCATION:

Honours Bachelor of Science, Double Major in Computer Science

University of Toronto, Toronto, ON

Degree in progress; anticipated completion Winter 2023

High School Diploma

St. Boniface Diocesan, Winnipeg, MB

Graduated with honours June 2018

WORK HISTORY:

Parkside Student Residence, Resident Assistant (Toronto, ON) 2019 – Present

Handling resident issues at the front desk and during on-call shifts in French and English. Inspecting every floor to ensure everything is in order. Planning, promoting and executing building-wide and floor-wide events, often working as a team. Adjusting very quickly to a new team and new work environment in a different city.

Cineplex Entertainment, Customer Service Work (Winnipeg, MB) 2017 – 2019

Customer service work selling refreshments and merchandise at the concession stand in French and English. Helping with any guest concerns and with cleaning theaters and the lobby when needed. Overseeing birthday parties, ensuring that the parents hosting the party had everything they need and being there to support them when needed. Counting stock quickly and accurately at the end of the night. Always working in a team setting, occasionally as a leader for the team. Adjusting quickly to a new team and new work environment when transferring theaters in fall 2017.

Canstar Community News, Newspaper Delivery (Winnipeg, MB) 2006 – 2013

Delivering newspapers punctually each week in all weather conditions.

VOLUNTEER HISTORY:

Meadowood Manor, Elderly Care (Volunteer) (Winnipeg, MB) 2011, 2015 – 2017

Preparing and executing social activities for the residents of an elderly personal care home. Socializing with residents and bringing them to and from their rooms.

Manitoba Theater for Young People, Usher (Volunteer) (Winnipeg, MB) 2011 – 2015

Guiding members of the audience to their proper seat and answering questions, providing customer service when needed.

ACHIEVEMENTS:

- Academic Honour Roll 2014-2018
- High School Basketball Team Captain 2017-2018
- 2nd Place Envirothon Provincial Competition 2018
- MSSS Science Fair Honourable Mention 2015