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| Julien Bertazzo Lambert  Bilingual Customer Service Worker |  | 204.232.7354 |
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**Summary**:

* Bilingual (French/English) Mathematics/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**:

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| --- | --- |
| * Fully bilingual (French/English) | * Customer Service |
| * Event Planning | * Problem Solving |
| * Team Leadership | * Working in a team setting |

**Work** **Experience**

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 Mathematics and Economics
* Maintaining a GPA of 3.5