



Kyra L. O'Brien

Personal Banking Representative

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Summary

I am committed to providing the highest quality of customer service - I am known for my interpersonal awareness, and excellent communication both written and verbal. Throughout my various roles, I've become adept at learning and utilizing new systems and programs, and I am always looking to continue growing my current skills while gaining new ones. I also maintain confidentiality in all regards with a high level of integrity and meticulousness.

Work experience

Financial Services Representative, Loyalty, Personal Banking Representative

2021-03 - present

CIBC & Simplii Financial, Halifax, CA

I work remotely and assist clients in everyday financial transactions and needs, by using multiple programs and applications. CIBC & Simplii Financial focuses on teaching empathy and problem-solving; and has greatly enhanced my practice in this. My time at CIBC & Simplii Financial taught me to interact clearly and respectfully with people from all backgrounds, how to individualize assistance and care with each person, mentor new hires, help implement change and build networks and communicate clearly online and over the phone. I also work alongside our technology department on our pilot programs, troubleshooting, reporting bugs, and finding workarounds for new systems when applicable as we launch new software applications.

- First point of contact for clients, notating brainstorming and tailoring solutions to each client, involving them and doing what I can to make things fun and easy
- Being flexible and adaptive to an ever-evolving fast-paced environment, always striving to give the best customer service experience possible

Technical Support Advisor L1+Mentor

2020-08 - 2021-03

Concentrix, Burnside, Dartmouth, CA

At Concentrix, my role was to guide advisors and clients through technical issues, repairs, updates, and more. My role was to empower and enrich clients with knowledge, self-help resources and guidance, while building rapport to provide lasting positive impressions and build or rebuild, or maintain strong relationships

- Mentoring new hires and teammates to help them find articles, pathways, websites, solutions, tips and tricks and motivation
- Continually exceeding my targets for client satisfaction and conflict resolution, always taking the time to ensure I keep my technology knowledge up to date, working with phones, tablets, computers, watches, headphones, tv services and more

Administrative Assistant

2015-06 - 2015-08

Donalds Burner and Plumbing Service Ltd, Hantsport, CA

My duties included but were not limited to; organizing, billing, answering and directing phone calls/emails alike. Faxing, printing, file management and communications were all a part of daily duties.

Administrative Office Assistant

2014-07 - 2014-08

Nova Scotia Works Windsor, Windsor, CA

At Nova Scotia Works Windsor - I was tasked with assisting clients with programs, computers and office equipment procedures. Answering inquiries both on the floor and over the phone/email. Cleaning/organizing computers and office areas. Creating advertisements, and documenting client information with the utmost confidentiality.

Education

Nova Scotia Community College IT Programming	2025-09 - present
Nova Scotia Community College Applied Media and Communication Arts	2017-09 - 2018-05
Avon View High School Fine Arts Certificate and Academic Honors	2013-09 - 2015-06

Text section

Certifications

- Fine Arts Certificate
- FoodSafety
- First Aid
- WHMIS
- OH&S

Associations/Volunteer

- Casual Photographer - at KLOartistry as an Owner, Photographer - Windsor & Halifax, NS from 2017 - present
- Spotlight Operator, Stagehand, Actress - at Quick as a Wink Theatre Society & NSCAD from 2014 - 2017

References

Maria Katsiris
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Jerell Parker
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