## Jeremy Thibeau

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To whom it may concern,

Please accept the attached resume and this cover letter in application for the advertised position. My education at George Brown College has equipped me with the technical skills to succeed in this role, while my work in Service and Sales at Tangerine has given me experience with meeting deadlines and taking ownership of my work.

In my courses at George Brown College, I have worked with several different programming languages and tools to produce software solutions following the assigned requirements. Through these projects, I have used agile software development methodologies with a focus on object-oriented programming principles.

In my role as a Client Solutions Lead, I am part of a team that works with many departments within the bank and with our clients. Working with escalated client issues often requires time-sensitive follow-ups with clients. I take ownership of the situation, set expectations to the client for next steps, and follow through to provide an effective resolution. I often coordinate with the required departments to suggest process improvements or amendments to a company knowledge base in order to enhance the client and employee experience.

My ongoing education and previous work experience have given me the tools needed to thrive in this field. I am eager to build on the technical skills I have developed during my time at George Brown College, and to leverage my customer service experience at Tangerine. I look forward to meeting with you for an interview at your earliest convenience.

Sincerely,



Jeremy Thibeau

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| Jeremy Thibeau **22 Amroth Avenue, Toronto, ON, M4C 4H2** Phone: (506) 961-8852 **Email:** [**thibeau.jeremy@gmail.com**](mailto:thibeau.jeremy@gmail.com) |
| |  |  | | --- | --- | | PROFILE | | |  | Innovative thinker with a focus on problem solving and multi-tasking. Experience with client service in the financial industry, programming in multiple languages, and a background in teaching and mathematics. Adaptable, resourceful, and willing to take on challenges. | | EDUCATION | | |  | George Brown College 2018 - Computer Programmer Analyst DiplomaSt. Thomas University 2014 Bachelor of Education 2013 Bachelor of Arts, Major in Math, Minor in English & Psychology Riverview High School 2009 New Brunswick Secondary School Diploma | | PROGRAMMING LANGUAGES & SOFTWARE EXPERIENCE | | |  | |  |  | | --- | --- | | C#PythonSQLJavaHTMLJavaScriptPHP | GitHubEclipseAngularVisual StudioASP.NET | | |

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| |  |  | | --- | --- | | WORK EXPERIENCE | | |  | Tangerine 2015 - Client Solutions Lead 2015 Mortgage Specialist2015 Savings Specialist2014 - 2015 Savings Associate Brunswick News 2010 - 2014 Customer Service Representative | | TEACHING EXPERIENCE | | |  | Bliss Carmen Middle School 2014 Teaching Internship, Science andSocial Studies Moncton High School 2013 Teaching Internship, Mathematics | | AWARDS & ACHIEVEMENTS | | |  | George Brown College 2018-2019 Dean’s List (4 semesters)Tangerine August 2015 Top Mortgage Specialist, QualityMarch 2015 Top Savings Associate, Quality | | REFERENCES | | |  | References are available upon request. | |