

ASHLEY COWAN

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SUMMARY

Technologically astute and target orientated professional with over 5 years' experience in customer and client services (B2B and B2C). Coached teams of 20 + and coordinated with senior managers to create a forecasting system to predict and analyse customer feedback. Formulated innovative ways to exceed client expectations and stimulate team cohesion and growth through one-on-one sessions. I have excellent communication skills which were honed through delivering high quality customer service and precise contact handling.

Software Proficiencies: Microsoft Office Suites, Google Docs, Peach Tree Accounting, Word Press, Mail Chip, Adobe, CRM

EXPERIENCE

THE CLUB- FOR THE DISCERNING GENTLEMEN

CONTENT AND CLIENT SERVICES MANAGER (PART TIME- INTERNSHIP) DECEMBER 2020 – CURRENT

Responsible for managing client database, website, and social media content management.

- Created official website for the club Toronto and oversee content management.
- Developed Client Management system for affiliates and partners.
- Foster positive relationships with existing affiliates and develop relationship with new affiliates through onboarding.

INNOFIT INC & CONDO CONCIERGE

AMENITY COORDINATOR (PART TIME) JANUARY 2020 – OCTOBER 2020

Solely responsible for managing the amenities at Luna Condominium. Reporting to the Human Resource Manager and Property Manager (client) accountable for maintenance and ensuring proper usage of amenities enforcing condominiums rules.

- Implemented paperless tracking system by leveraging google docs which achieved an 80% reduction in paper usage and conserved time.
- Appraised for successfully creating COVID-19 awareness flyers that were used at 100% of Condominiums Downtown Toronto.
- Remodelled booking procedures that reduced traffic by up to 80% by endorsing online booking procedures.

SUTHERLAND GLOBAL SERVICES (MICROSOFT ACCOUNT- XBOX, SALES, ACCOUNTS AND BILLING)

SENIOR ASSOCIATE PROFESSIONAL-CUSTOMER EXPERIENCE (QUALITY ANALYST) JULY 2018 – FEB 2019

Responsible for auditing and coaching associates. Formulating reports and creating reports on performance using expertise. Managing deliverables for the Quality team, reporting directly to the Quality Assurance Manager and Client.

- Led and coached a team of 20 associates, ensuring that KPIs were met at 85% accuracy on each customer contact.
- Coordinated a monitoring system that stimulated teams' growth by 90% through the creation of action plans.
Stimulated efficiency of the QA team by promoting a transparency system that required a work status update twice weekly.

CASE VERIFICATION TEAM (SENIOR SUPPORT) MAY 2017 – JULY 2018

I was responsible for analysing every associates' contact to ensure that correct standards and protocols are being followed. I reported to the Team Manager.

- Encouraged group cohesion and promoted advanced a tracking system that resulted in client targets being exceeded by 6%.
- Orchestrated a successful survey forecasting system that yielded up to 80% accuracy.
- Deescalated 8 of 10 contacts and achieved first contact resolution on 90% of billing contacts.
- Awarded for perfect attendance 2 month consecutively and top Case Verification team support.

ASSOCIATE NOV 2016 – MAY 2017.

PRESS BOX PRINTERS

RECEPTIONIST/ADMINISTRATIVE ASSISTANT/ ACCOUNTING INTERN MAY 2015 – SEPT 2016

Performed general administrative duties and operated switch board. Reported directly to the accounting Manager.

- Developed a new filing system that allowed for better accessibility and up to 40% more storage capacity.
- Participated in developing innovative marketing strategies that improved companies market presence.
- Accomplished speed and 98% accuracy in invoicing and updating accounts payable and receivable.
- Delivered exemplary customer service and corresponded professionally.

EDUCATION

TORONTO SCHOOL OF MANAGEMENT

DIPLOMA IN BUSINESS MANAGEMENT MAY 2019 - CURRENT

THE CONVENT OF MERCY ACADEMY

CERTIFICATE IN BUSINESS STUDIES 2014

CARIBBEAN SECONDARY EDUCATION 2009-2014

- Received nine total units inclusive of Mathematics and English Language.
- Awarded for outstanding performance in Social Studies and English Language.

VOLUNTEERISM

THE TORONTO SCHOOL OF MANAGEMENT - STUDENT AMBASSADOR- JANUARY 2020 -CURRENT

- Inform prospective students about Toronto School of Management and provide personal information as it relates to my experience as a student.
- Participate in marketing campaigns, photoshoots, and other marketing related activities.