

Alexis Langille

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EXPERIENCE

Document Specialist | LawyerDoneDeal

December 2021 - Present

- Program a high volume of documents from various law firms across Canada
- Test documents to ensure proper formatting and website compatibility for Microsoft Edge and Google Chrome
- Monitor and update solicitor forms for various banks and lenders
- Testing forms sent in by OREA to ensure consistency and website compliance
- Conducted online beta testing to aid in the launch of the updated website
- Conducted interviews for the CSR department

Outbound Call Representative | KGS Research

September 2019 – March 2020

- Operating phone surveys for market research purposes
- Engaging with clients and ensuring they remain interested throughout entire survey
- Displays exceptional customer service and efficiency throughout each phone call

Customer Service Representative | SinglePoint Group International

March 2018 – June 2019

- Lead customers through online filing claims via our internal website.
- Provided customers with the inspection of existing claims or vendor issues and delays with claims and reimbursements.
- Upsold contract renewals or contract add-ons and special program promotions, at least 2 sales per day.
- Trained new hires on the process of filing new claims and checking up on existing claims.
- Deescalating any issues or complaints that customers may have over services.
- Scheduled appointments for customers calling in with appliance and or AC/furnace issues.

Customer Service Representative | Innovative Vision

June 2017 – Oct 2017

- Placed outbound calls to potential customers to describe services offered.
- Achieved sales goals on an individual and group basis.
- Helped customers by changing or adding to their services.

Verification Officer | Canadian Imperial Bank of Commerce

March - June

2016

- Received Requests for Information (RFI's); court orders & clients who may have been involved in fraud.
- Handled hundreds of pages of confidential financial documents; receiving faxes from external companies, sorting and binding.
- Educated on the concept of bank statements, personal finances and secure account information provided on internal CIBC computer systems.

Account Service Agent | Royal Bank of Canada (Summer Student)

April 2012 - September 2015

- Responsible for training new team members on various processes.
- Reviewed property title and charge documents to ensure accuracy of bank records.
- Administered loan expiries and renewals via multiple internal programs, as well as handling paper requests.
- Requested new or amended documents from barristers and other internal departments.
- Verified and effectively discharged client mortgages, surpassing daily benchmarks.
- Organized numerous confidential documents to ensure they were sent to the right departments for processing.
- Built a solid knowledge base in Home Equity and Finance Loan Fulfillment.

Administrative Assistant | Best Carpet Care (Summer Student)

May - August 2014

- Coordinated multiple schedules in order to effectively book and organize appointments at various locations across the GTA.
- Provided service pricing and availability consultation to customers, resulting in increased revenue.
- Organized a wide database of invoices and receipts and built processes to further improve organizational practices.

EDUCATION

University of Toronto

Graduated - June, 2015

*Honours Bachelor of Arts – Political Science Specialist***SKILLS**

- Mac OSX and Windows OS, Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Adobe Photoshop, Adobe Acrobat