

146 Sunset Road
Cochrane, AB, T4C0Z9
(403) 801-0068
bmksimon@gmail.com

BRIAN SIMON

SKILLS

- Excellent organizational and time management skills
- Excellent written and oral communication skills
- Excellent conflict resolution and problem solving skills
- Self-motivated and able to work well with others
- Fast learner who is coachable. Willing and eager to learn new skills
- Highly proficient with Microsoft Office and Google productivity tools
- Professional, courteous and customer service driven

EXPERIENCE

TELUS, Calgary – *Resolution Management Specialist*

MONTH 2006 – PRESENT

- Help maintain and drive industry leading churn results by ensuring client satisfaction while protecting company interests.
- Assisted with training of new hires and ad-hoc training of existing staff on new tasks, processes and systems.
- Resolve escalated client concerns both over the phone and via email communication

EDUCATION

Dalhousie University, Canada – *Bachelor of Science*

September 2000 – May 2004 Halifax, Nova Scotia

Major in Biology, Minor in Math and Chemistry

Antigua State College, Antigua – *Diploma in Applied Science*

September 1998 – June 2000 St. John's, Antigua

Antigua Grammar School, Antigua – *High School Diploma*

September 1993 – June 1998 St. John's, Antigua