

Christine Bilinski

Haldimand–Norfolk, ON

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Professional Summary

Highly motivated professional with proven experience in customer service, office support, and technical problem-solving. Adept at managing schedules, providing exceptional service, and resolving issues with care and efficiency. Recently enhanced technical skills in troubleshooting and process improvement through the University of Toronto Data Analytics Bootcamp.

Core Skills

- Customer & Technical Support
- Troubleshooting & Problem Solving
- Clear Communication & Kindness
- Scheduling & Appointment Management
- Remote Team Collaboration
- Data Reporting & Analysis
- Conflict Resolution
- Process Improvement
- Attention to Detail
- Adaptability

Professional Experience

Live Services Agent — ServiceTitan | Remote | May 2025 – Present

- Scheduled appointments accurately and clearly communicated service details to provide excellent customer support.
- Maintained high efficiency and positive client interactions to consistently meet performance goals.
- Resolved scheduling and service issues through effective listening and problem-solving techniques.
- Collaborated with team and management to implement workflow improvements and enhance customer satisfaction.

Office Assistant — HN REACH | Townsend, ON | Mar 2022 – Aug 2024

- Provided comprehensive administrative support for Family and Youth programs.
- Managed client scheduling, processed forms, and ensured the security of confidential files.
- Generated reports and tracked service data for organizational and funding requirements.
- Managed high-volume phone lines, offering courteous support to clients and staff.
- Streamlined reporting processes using Excel and other computer tools.

Payroll Clerk — Disbrowe Chevrolet Buick GMC Cadillac Ltd | St. Thomas, ON | 2007 – 2009

- Accurately handled payroll for hourly, salary, and commission employees.
- Managed government tax paperwork, including remittances and year-end T4s.

Office Support — Scotiabank | Fort McMurray, AB | 2006 – 2007

- Reconciled daily ATM records and maintained accurate bank financial reports.
- Assisted with customer service in a fast-paced office environment.

Education

- **Data Analytics Bootcamp** (Completed 2025) — University of Toronto, ON
- **Certificate in Office Administration** — Fanshawe College, London, ON

Technical Skills

- CC Pro
- Excel
- Jupyter Notebooks
- Google Colab
- Cloud-based Teamwork Systems

Key Strengths

- **Communication:** Skilled at translating complex topics into easy-to-understand terms.
- **Composure:** Maintain a calm and friendly demeanor in busy situations, prioritizing the customer experience.
- **Learning Agility:** Rapidly acquire new skills and technology; actively seek feedback for continuous improvement.
- **Dependability:** Reliable team member with strong organizational and communication abilities.