

Christine Bilinski

Haldimand-Norfolk, ON

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Professional Summary

Motivated and customer-focused professional with experience in administrative support, client communication, and technical problem-solving. Skilled at managing scheduling systems, providing empathetic service, and resolving issues with accuracy and care. Known for balancing efficiency with compassion and using data-driven approaches to improve workflows and satisfaction. Recently expanded technical expertise through the University of Toronto Data Analytics Bootcamp, gaining strong skills in troubleshooting, reporting, and process optimization.

Core Skills

- Customer & Technical Support
- Troubleshooting & Problem Solving
- Communication & Empathy
- Appointment Scheduling
- Remote Collaboration
- Data Reporting
- Conflict De-escalation
- Process Improvement
- Attention to Detail
- Adaptability in Fast-Changing Environments

Professional Experience

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

- Deliver excellent customer support through accurate appointment scheduling and clear communication across multiple service trades.
- Balance efficiency with empathy to meet and exceed key performance goals while keeping interactions positive and calm.
- Resolve scheduling and service issues by applying active listening, troubleshooting, and critical thinking.
- Work closely with teammates and management to improve internal processes and customer satisfaction.
- Continuously seek feedback and learn new tools to stay efficient and adaptable.

Administrative Assistant / Receptionist — Haldimand-Norfolk REACH | Townsend, ON | Mar 2022 – Aug 2024

- Provided administrative support to Family Early Intervention and Youth Services programs.
- Scheduled client appointments, handled intake forms, and maintained confidential files.
- Produced reports and tracked service data for internal use and funding proposals.
- Managed multi-line phone systems and offered compassionate assistance to clients and staff.
- Streamlined reporting processes using Excel and digital tools.

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

- Processed payroll accurately for hourly, salaried, and commissioned employees.
- Calculated and submitted government remittances and year-end T4s.

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

- Reconciled daily ATM transactions and maintained accurate branch financial logs.
- Supported customer service operations in a high-volume environment.

Education

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

Technical Tools

CC Pro | Excel | Jupyter Notebooks | Google Colab | Cloud-based Collaboration
Systems

I've looked into tools like Google Workspace (G Suite) and found them easy to use compared to some of the more advanced programs I've worked with, like Jupyter Notebooks and Google Colab.

Highlights of Strength

- Strong ability to explain and translate complex information into clear solutions.
- Calm and empathetic under pressure, with a customer-first mindset.
- Quick learner who enjoys new technology and feedback-driven growth.
- Reliable team player with excellent communication and organization.