

# Cyrl Casalme

[LinkedIn](#)

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## Summary

Dedicated customer support and technical specialist with a strong foundation in account management, problem-solving, and process optimization. Experienced in providing high-quality support to clients, troubleshooting technical issues, and advocating for process improvements.

Known for a collaborative, organized approach and an ability to communicate complex information clearly to non-technical users. Enthusiastic about contributing to a growing organization through empathetic, detail-oriented service and a commitment to continuous improvement.

## Professional Competencies

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- **Technical Proficiency:** HTML, CSS, JavaScript basics; website platforms (WordPress, Shopify); Microsoft Office Suite, Google Suite, CRM software, and SEO best practices
- **Support & Troubleshooting:** Skilled in managing support tickets and resolving technical issues; capable of documenting processes and identifying recurring issues
- **Communication:** Excellent written and verbal skills, able to distill technical information for varied audiences
- **Customer Retention & Relationship Management:** Proven experience in client engagement, relationship building, and ensuring customer satisfaction through tailored solutions
- **Organizational Skills:** Detail-oriented, with experience in documenting processes and creating structured workflows
- **Languages:** English and Tagalog (Main Filipino Dialect)

## Work Experience

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### General Assembly

February 2024 – October 2024

- **Position:** Admissions Specialist
- Managed the student application process, conducting interviews, and providing course guidance to prospective students.
- Engaged with over 100 students daily across channels, consistently meeting engagement targets through robust communication and organizational skills.
- Collaborated with cross-functional teams to drive enrollments, aligning support efforts with student needs and feedback.

### 8Twelve Mortgage Corp.

September 2023 – February 2024

- **Position:** Mortgage Agent Level 1 – Business for Self || **M23007701**
- Built and maintained client relationships through financial advisory and mortgage consultation, utilizing in-depth knowledge of the industry.
- Conducted market research and managed accounts, developing a reliable support network for client inquiries.
- Enhanced customer retention by providing tailored financial advice and support.

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## **Snowball Industries, Inc.**

**July 2021 – June 2023**

- **Position:** Business Development Manager – Contract
- Conducted B2B prospecting, managing a high volume of cold calls and emails.
- Oversaw CRM data management, booking meetings, and tracking client interactions to improve customer satisfaction and streamline internal processes.
- Created and refined support processes, actively contributing to an improved customer experience.

## **Royal Bank of Canada – RBC**

**March 2020 – July 2021**

- **Position:** Client/Banking Advisor
- Managed accounts, including fraud detection, mortgage/loan maintenance, savings, investments, and call handling.
- Identified sales opportunities, provided digital solutions, and scheduled advisor appointments for tailored client support.
- Mentored new advisors on account management and sales strategies.

## **Fido Wireless DNA**

**August 2015 – March 2020**

- **Position:** Sales Representative
- Handled account management, fraud checks, de-escalation, upgrades, billing, and client relations.
- Prepared competitive reports, supervised junior staff, managed cash/shipments, and improved team sales strategies.
- Mentored new representatives in account handling, sales opportunities, and de-escalation techniques.

## **Education**

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### **University of Toronto**

**October 2024 – April 2025**

- *School of Continuing Studies Bootcamps – Computer Software Engineering*
- **Relevant Skills:** HTML, CSS, JavaScript; Terminal Commands, DOM Manipulation, Browser APIs, GitHub Copilot, Team collaboration, Agile development, Project demonstration and storytelling, Node.js, TypeScript, Prompt Engineering, Object-oriented programming, Single page React apps, SQL, MVC paradigm, MERN Stack, Testing, CI/CD Pipelines, Python Fundamentals, OOP with Python

### **REMIC – Real Estate & Mortgage Institute of Canada**

**September 2023**

- Mortgage Agent Pre-licensing Certification

### **Mohawk College**

**June 2019**

- Paralegal

## **Self-Development Certifications**

**Ongoing**