

# COURTNEY VAN BREDA

SERVICE DELIVERY CENTRE - TAX SERVICE DELIVERY CENTRE - SPECIALIST

*Motivated and high-performing leader with a proven record of client-focused deliverables.*

✉ c\_van111@hotmail.com

☎ 226-236-4357

🏠 Strathroy, ON

## SKILLS

Communication

Teamwork

Leadership

Project Management

Process Improvement

## ACHIEVEMENTS

*Trusted to train new staff prior to tax season*

Includes developing new training tools for engagement letters, questionnaire deployment, software training, source document organization, and the delivery of various tax documents

*Successfully mastered multiple lines of service*

Including, but not limited to, the initiation and delivery for tax documents related to the Cdn personal, Cdn corporate, US personal and US corporate lines of service.

*Worked on several projects with senior level staff; including launching a new line of service at the PwC LSDC office*

Finalizing the trial run of bringing Cross-Border private client work from Toronto offices to the London service delivery center (SDC). This resulted in the introduction of Windsor, Kitchener-Waterloo, and Surrey sending similar work to the SDC.

## WORK EXPERIENCE

PROCESS SPECIALIST, LEVEL 2

*PricewaterhouseCoopers LLP – London, ON*

*01/2017 – Present*

*Multinational professional services network that ranks as the second largest professional services firm in the world and is one of the 'Big Four' auditors.*

*Achievements/Tasks*

- Originally started in the position as a process specialist, level 1 and was promoted to level 2 in April 2018;
- Assembled, reviewed, and delivered tax documents to both internal and external clients;
- Trained and developed new staff, created and updated standard operating procedure manuals, and reviewed peer products for correctness; and
- Utilized both internal and external software: including Alteryx and Tableau, Microsoft Office programs, and Google programs.

SENIOR SALES ASSOCIATE

*Penningtons – London, ON*

*04/2016 – 01/2017*

*Canadian fashion retail store that specializes in women's clothing, with locations across Canada in all ten provinces. It is a brand of the Reitman's Limited Company.*

*Achievements/Tasks*

- General retail tasks such as recommending fashion choices, monitoring sales and inventory, and recommending appropriate mark-down action; and
- Cultivated customer service skills by interacting with a variety of customers, staff, and management.

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## ESTHETICIAN/MANAGER

*Merle Norman Cosmetics and Day Spa – London, ON*

*06/2014 – 02/2016*

*Multi-faceted spa and retail franchise with locations across Canada and the United States.*

### *Achievements/Tasks*

- Sold salon exclusive merchandise and recommended service upgrades;
- Provided a range of client services;
- Trained new staff for both spa and sanitary procedures; and
- Handled front desk duties: including employee shift scheduling, answering multiple phone lines, and scheduling client appointments.

## EDUCATION

### BACHELOR OF ARTS IN RELIGIOUS STUDIES

*University of Western Ontario*

*Graduation Date: 06/2014 – GPA 3.8*

### *Applicable courses*

- Technical writing, legal practices, and computer applications.

### DIPLOMA IN PARALEGAL STUDIES

*Westervelt College*

*Graduation Date: 10/2016 – GPA 4.0*

### *Applicable courses*

- Business management, writing for legal documents, bookkeeping, and administrative tasks for legal offices.

## VOLUNTEER EXPERIENCE

### CREATIVE LEAD

*LSDC Holiday Party Committee*

*2018 & 2019*

### *Tasks/Achievements*

- Navigating risk management and contract negotiations;
- Assigning tasks and responsibilities to other volunteers;
- Monitoring the completion of tasks while keeping them within the time frame and budget;
- Taking lessons learned from prior years and applying them for a more streamlined process year over year; and
- Higher participation rates year over year.