

WORK EXPERIENCE

Teaching Staff — ECC Japan

September 2017 - April 2019. Nagoya, Japan.

Taught high quality English lessons to students of all ages and abilities
Achieved a student satisfaction score of 95%
Maintained records of more than 80 students in order to track individual progress, attendance and retention
Communicated feedback and school news to students and guardians
Assisted in school operations including homepage maintenance, marketing materials and advertising

Customer Service Representative / SME — Teleperformance

September 2016 - May 2017. Toronto, ON.

Provided customer service and communications on behalf of Samsung Marketing & Promotions USA
Resolved 30 - 70 customer inquiries daily
Acted as Subject Matter Expert for ongoing promotions including duration and terms of service
Responsibilities included fulfilment troubleshooting, fraud monitoring

Account Services Intern — DDB Canada

January 2016 - May 2016. Toronto, ON.

Coordinated and tracked all work for 4 - 9 direct marketing campaign projects at any given time from briefing to deployment
Assisted with QA in English and French, timeline consolidation, resource management and communications
Recorded meeting minutes and transcribed interviews

Operations Analyst — TD Insurance Technology Solutions, S&P

June 2014 - September 2014. Toronto, ON.

Coordinated development, testing and adoption of streamlined on-boarding processes
Assisted in communicating status of process development to stakeholders across multiple offices
Analyzed data and feedback - English and French - for executive reports

EDUCATION

Project Management

Certificate

University of Toronto School of

Continuing Studies

May 2015 - July 2015

Honours Bachelor of Arts with Distinction

University of Toronto

Political Science and Business

German

September 2011 - May 2015

SKILLS

Project Management

Account Coordination

French, German

Communications

CRM & Direct Marketing

MS Office / MS Project

Proofreading / QA

Slack

SurveyMonkey

Sharepoint