

Alexandra de Fourestier

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Key Skills

- Communication;
 - Fluent English and French, conversational Mandarin, Spanish and German
 - IT-literate and excellent phone manner
- Interpersonal (12 years of customer service and sales experience)
- Leadership (problem-solving, training/coaching, organization and delegation)
- Learning (sagacity, adaptability and resourcefulness)

Employment Experience

Easyline Specialist (Bilingual, Inbound) | TD Canada Trust 2021-2023

- Provide courteous & efficient service that exceeds customer expectations;
- Process personal banking transactions (payments, transfers, wires, opening accounts, loan applications, disputes and claims)
- Maintain strict adherence to bank policies, SOPs and KPIs

Member Happiness Specialist (Bilingual, Inbound) | Goodfood 2020-2021

- Answer customer emails, phone calls and live chats in a timely, professional and courteous manner
- Assist customers with their Goodfood Market accounts, concerns, questions and general education
- Maintain strong knowledge of company products and service, as well as procedure to problem-solve with creativity and coordinate effectively with other departments

Chef de Partie (Garde-Manger) | Le Pourvoyeur 2018-2020

- Assisted chef in managing daily kitchen operations with 6-8 staff members
- Oversee food inventory and preparation, while ensuring full adhesion to food safety procedures (service average 100 tables/night)
- Developed and implemented SOPs to increase efficiency with immediate results

Garde-Manger Terrasse William Gray 2018

- Presented high-quality appetizers, salads, and platters as line cook for weekend brunch services (open and close, average 200 tables) and special events
- Production and mise-en-place for all services, adhering to food safety standards and exigent fine-dining standards
- Demonstrated aptitude for performing under high pressure and versatility

Store Manager | Onze Montréal 2016-2017

- Promoted to store manager after 3-months
- Created & implemented a company-wide inventory & shipment processing system
- Assisted marketing department in creating effective campaigns (social media, commercial photography, copywriting, etc.)
- Provided comprehensive administrative assistance (hiring, training and scheduling employees, proofreading, editing and translating texts, secretarial tasks, etc.)

Sales Associate | Hudson's Bay Company 2014-2016

- Consistently exceeded quotas (sales targets, new credit accounts, customer satisfaction)
- Developed an individual clientele by building relationships with customers, tailoring service to their needs (#1 store-wide for most customer profiles)
- Frequently recognized for professionalism and quality of service in a highly competitive, goal-driven environment

Keyholder | Payless Shoesource 2012-2014

- Consistently recognized for exceeding sales targets and customer loyalty goals
- Responsible for independently opening, operating and closing the store
- Cash management and administrative duties (completing sales reports and operational logs, employee scheduling and payroll)
- Trained new associates, managed and supervised staff of multiple stores
- Processed inventory (deliveries, pricing, promotions, visual merchandising)

Cashier/**Customer Service** | Superclub Vidéotron 2011-2012

- Provided courteous service tailored to customer needs (transactions, new subscriptions, rentals, merchandise sales, resolving customer questions/complaints)
- Balanced cash register, processed inventory, maintained store cleanliness and general opening/closing tasks

Cashier/**Line Cook**; Wendy's Restaurant 2007-2010, Calgary

- Provided efficient service taking and preparing food orders in a fast paced, high-stress environment
- Balanced cash register, general opening and closing duties

Education

Concordia University - Web Development Bootcamp 2023-2024

Shaw Online Academy – Diploma in Digital Marketing (Honours) 2017

Sir Winston Churchill High School 2007-2012, Calgary