

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

Member Happiness Specialist; Goodfood Market 2020 - Present, Tele-work

- 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 2019-2020

- Assisted chef in managing daily kitchen operations with 15 staff members
- Oversee food inventory and preparation, while ensuring full adhesion to food safety procedures (service average 100 tables/night)
- Developed a process and trained staff to increase efficiency and reduce waste with immediate results

Store Manager; Onze Montréal 2016-2017, Montreal

- Promoted from stylist/keyholder to store manager after 3-month probation period
- Created, implemented and maintained a company-wide inventory & shipment processing system
- Regularly 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 and clerical tasks, etc)

Sales Associate; Hudson's Bay Company 2014-2016, Montreal

- 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

Recruiting Assistant; Vector Marketing 2014-2015, Montreal

- Communicated by telephone (inbound and outgoing) and email with recruits
- Effectively answered and referred inquiries, pre-screened and scheduled new recruits for interviews
- Consistently recognized for professionalism and exceeding productivity quotas

Keyholder; Payless Shoesource 2012-2014, Calgary

- 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, Gatineau

- 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

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

Sir Winston Churchill High School 2007-2012, Calgary

- Alberta High School Equivalency Diploma
- Former International Baccalaureate Student
- Extracurricular activity includes Student Leadership Group, music & language courses, sports

Volunteer Experience

ESL Teaching Assistant; Foothills Alliance Church 2013-2014, Calgary

- Taught basic vocabulary and sentences individually or in small groups
- Encouraged practice of pronunciation and acquired knowledge through conversation
- Welcomed, registered and oriented new students and assisted in setup and clean-up of classes

Volunteer; Elections Canada and NDP/Turmel Campaign

- Door-to-door and phone canvassing
 - Worked in a team to promote the NDP platform (flyers, posters, etc)
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