

Ophni Reginald Brice
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JOB OBJECTIVE

To obtain a part time or full-time position within a growing organization where my work experience, skills, and personal strengths can be utilized.

SUMMARY OF QUALIFICATIONS

- Bilingual in both English and French
- Professional verbal and written communication skills
- Passionate about making a difference
- Excellent organizational and analytical skills with the ability to multi-task, meet deadlines and prioritize work
- Great interpersonal and problem-solving skills
- 5 years of experience working in the customer service industry
- Responsible and enjoys working with diverse cultures
- Ability to work in a fast-paced environment and adapt to situations
- Excellent computer skills and willing to learn new processes

PROFESSIONAL EXPERIENCE

Field Services Technician

2016 –

Present *Ricoh Canada, Mississauga, ON*

- Provided tech support to clients via telephone
- Utilized excellent problem solving skills to support clients with troubleshooting technical printer issues
- Dispatched technicians efficiently
- Accurately updated ticket logs
- Taking existing tickets from a separate document and inputting it into Excel

Bilingual Web Support Agent

October 2011 – July 2015 *Aimia,*

Toronto, ON

- Drafted, prepared and formatted complex reports, letters, and memos
- Recorded and transcribed minutes
- Provided excellent customer service by handling inquiries from the public, clients, and/or health professionals, and made referrals as appropriate
- Reviewed and adapted information regarding company website

- Utilized a variety of Microsoft programs, e.g. Word, PowerPoint, Excel, SAP and Access.
- Used professionalism to build excellent relationships with consumers
- Consulted with clients and provided ongoing support
- Utilized troubleshoot for basic web hosting technical procedure as needed
- Demonstrated confidence, leadership and initiative within a growth-oriented team.

Bilingual Customer Service Representative
LimeROUTE, Burlington ON

May 2010 – August 2011

- Scheduled jobs, entered orders, and dispatched service technicians
- Activated new SIM cards and provided information to clients on new products
- Greeted customers and discussed merchandise type, quality, and quantity
- Assisted with the display of merchandise
- Maintained sales record for inventory control and conducted transactions through internet-based electronic commerce
- Organized and maintained paper electronic files
- Provided a high standard of professional customer service
- Provided solutions to meet and exceed customer expectation
- Provided price quotes via telephone for various products

Education

GED SCAS <i>Scarborough Centre for Alternative Studies</i>	2014 – 2015
Business Analyst Certification	2018 – 2019
High School Diploma, <i>College Le Normalien</i>	2000 – 2006

Reference available upon request.