

SOPHIE CORBIERE

corbiere.sophie@gmail.com

HIGHLIGHTS OF QUALIFICATIONS

- Thirteen years of successful experience in bilingual customer service with, insurance, medical benefits, pension benefits, and disability benefits which helped participants understand and use their benefits
- Solid academic background in English and Professional Writing, and well developed research skills
- Proficiency with Adobe Premiere, Adobe Audition, and html5up for web design.
- Friendly and outgoing with exceptional ability to communicate and resolve conflicts; fluent in verbal and written English and French
- Possess an unconditional commitment to the work of literacy and publishing, and enjoys collaborating with others in multicultural, and multidisciplinary ways

EDUCATION

Honours Bachelor of Arts Degree in English and Professional Writing Graduated 2023
York University, Toronto

- Awarded York University Continuing Student Scholarship based on academic excellence (85% average)
- Part of the Dean's Circle of Student Scholars for academic excellence (90% average)

Relevant Project: Web Design Portfolio for Digital Writing (2023)

- Applied design tools such as Adobe Premiere, Adobe Audition, Canva, and html 5up to produce a website portfolio showcasing my recent digital work.

Relevant Project: Instagram Campaign for *Existere* (2023)

- Created a social media campaign for *Existere*, York University's literary journal to promote authors from its most recent issue, issue 42.1. Conducted interviews for a short 3-minute video for Instagram. I also created graphic Instagram posts to promote the authors in the form of a biography post and a quote post for each author. The campaign ran from late January 2023 until early May 2023.

RELEVANT EXPERIENCE

Bilingual Customer Service Representative 2011-2017
Industrial Alliance, Toronto

- Acquired extensive knowledge and understanding of group medical and dental benefits, planned documents and policies, in addition to effectively communicating policy and practices to client/members in a comprehensive manner.
- Ensuring flexibility with respect to client requests.
- Responsible for meeting client deadlines determined through service standards and being proactive when these deadlines cannot be met.
- Dealt with Claims Administrators to resolve participant issues.

- Responsible for answering inbound/outbound customer inquiries using queue telephone system.
- Responsible for researching information to answer lengthy and complex questions and call the customer back as required.
- Responsible for documenting and implementing process improvements.
- Ensured that the Client Benefit Rep Mail Box™ emails were distributed to the appropriate persons on the team and that the responses were made by set deadlines.

ADDITIONAL EXPERIENCE

Bilingual Customer Service Representative

2009-2011

Buck Consultants, Toronto

- Acquired extensive knowledge and understanding of group pension benefits, in addition to effectively communicating policy and practices to client/members in a comprehensive manner.
- Ensuring flexibility with respect to client requests.
- Responsible for meeting client deadlines determined through service standards and being proactive when these deadlines cannot be met.
- Dealt with Claims Administrators to resolve participant issues.
- Responsible for answering inbound/outbound customer inquiries using queue telephone system.
- Responsible for researching information to answer lengthy and complex questions and call the customer back as required.
- Ensured that the client group emails were distributed to the appropriate persons on the team and that the responses were made by set deadlines.

SPECIFIC SKILLS

Computer and Technical

- Proficient in Microsoft Windows and Mac OS X
- Experienced using Adobe Premiere, Adobe Audition, Canva, Final Cut Pro, html 5up, and MS Office (Word, Excel and PowerPoint)
- Working knowledge of Lotus Notes and maintaining various client databases.
- Accurate typing speed of 50 wpm

Soft Skills/Other

- Developed good listening skills while progressing through a variety of customer service positions.
- Developed great researching skills while analyzing the relevant information.
- Proficient in conducting phone interviews with clients and handled sensitive and private health information.

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