**SOPHIE CORBIERE**  
144 Ranee Avenue, North York, Ontario, M6A 1N4, (647) 830-4116, 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 multicultural, multidisciplinary ways

**EDUCATION**

**Honours Bachelor of Arts Degree in English and Professional Writing** Expected 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 (2022)

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

**Relevant Course:** Books and Bookmaking in the 21st Century. (Final Grade: A+)

* Completed weekly group presentations completing publishing tasks such as book design, comparative titles research, book proposals, production spec sheets, profit and loss reports, BISAC codes, and marketing theory.

**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.

[HOME](https://sophiecorbiere.github.io/)