

Montreal 2023,

Subject: Job Offer

To whom this may concern,

The business field has always fascinated me; sales, marketing, finance, and administration have consistently been within my interests and strengths. That's why I envision developing my abilities to the fullest by leveraging my educational background and eagerness to learn. In doing so, I will employ my various talents for the benefit of my employer, ensuring that excellence is the result of my hard work. With a strong foundation and a passion for making a meaningful impact, I am excited to embark on my journey in the business world and contribute my fresh perspectives and dedication to your team's success.

Sincerely

Steeve Tassy

**Steeve Tassy**  
4-7565 Perras Blvd. (438)389-2688  
[Steeve.Tassy@gmail.com](mailto:Steeve.Tassy@gmail.com)

## **Professional Experience**

### **SAQ**

December 2022 to present...

- Assist Clients with finding Products in store and online pick-ups.
- Inventory.
- Opening/Closing cash

### **Duret and Landry Inc.**

#### **Technical Service Representative**

December 2015 to April 2020

- Respond to queries and orders related to services and products.
- Coordinate dispatch of 4 technicians across Quebec and Ontario.
- Create procedure manuals for tasks for department.
- Organize reports and Invoice clients for department.
- Inventory Adjustments.

### **LinkNow Media**

#### **Welcome Caller, Customer Service**

March 2015 to October 2015

- Acquired new clients and conducted follow-ups to ensure satisfaction.
- Offered suggestions to improve their online marketing and websites.
- Submitted data to initiate online company marketing.

# **Crawford and Company (Canada)**

## **Junior Estimator, Night Supervisor, Claims Representative**

May 2010 to March 2014

- Handled disaster, automobile, and residential claims.
- Entered data to complete billing and closure of files.
- Responsible for sending daily reports to Account Director for billing to various insurance companies.
- Specialized assistance in emergencies (towing, contractors, email etc.).
- Responded to supervisor calls for agents.

## **Fido Solution Representative**

### **Customer Service Advisor, Quality Control Agent**

February 2005 to May 2010

- Handled incoming calls to address customer needs.
- Quality control agent (Evaluated calls to ensure quality).
- Advanced Technical Training to assist customers with phone issues.
- Trained agents to help improve weak points/soft skills (side-by-side, coaching)
- Mentored agents during integration period.
- Contacted clients with more complex issues to provide further assistance.

## **Education**

- 1998 to 2001: Antoine-De-Saint-Exupéry High School
- 2021 to 2022: Louis-Fr chet  Center
- 2022 to Present: Vanier College - Software Development

## **Languages**

Spoken and Written: English/French/Spanish

Programming: C, C#, Java, JavaScript, Python, Node, ReactJS, Express