**Chantal**

**CHANTAL.363483@2freemail.com**

WORK EXPERIENCE

# Financial clerk/ Executive assistant

Windsor Essex Community Housing Corporation - Windsor, ON - March 2012 to June 2016

 Bilingual financial clerk and Executive assistant for Housing Corporation.

Managing the day-to-day operations of the office. Organizing and maintaining files and records as well as data entry into Excel. Planning and scheduling meetings and appointments, greeting and directing important clients/ business partners. Planning for any future travels as well as attending and taking notes for important meetings. Contacting different departments of the company and faculties in order to organize meetings/outings. Ensure the work place and files are well organized and easily accessible to whomever might need them. Open/ distribute mail. Pay any outstanding bills and organize them in hard copy as well as enter them into the computer system.

Proven record of being extremely organized while working in a fast paced and busy environment, when first hired I caught up the company for 6 months’ worth of uncompleted/ late work in a matter of weeks, also came up with an innovative way to input the data online in a more timely and organized fashion.

# Customer Service Representative

Wind Mobile, Global live services - Windsor, ON - April 2010 to March 2012

Responsibilities

Assist customers in both French and English on technical issues, network issues, general inquiries, billing inquiries and service cancellations.

Accomplishments

Provided excellent customer service that exceeded expectations while remaining organized and efficient across multiple platforms, was cross-trained to be in other departments to be able to assist if needed.

Skills Used

Communication skills, Organization, the ability to listen and understand customers’ needs and wants, follow procedures to resolve the issue and satisfying the customer, issue resolution, staying calm and professional when dealing with an irate customer.

# Technical Assistant

Sutherland Global Services - Windsor, ON - August 2009 to April 2010

Responsibilities

Assist customers when issues such as intermittent services, email, telephone, television or internet would be having issues. I would troubleshoot with the customer and solve the issue.

Accomplishments

Exceeded expectations for customer service and organization, assisted managers in organizing their work files as well as the companies training materials, which eventually led to a promotion.

Skills Used

Communication skills, the ability to listen and understand customers’ needs and wants, follow procedures to resolve an issue and satisfying the customer, issue resolution, staying calm and professional when dealing with an irate customer.

# UFO, Technician assistant

Sutherland Global Services - Windsor, ON - August 2009 to April 2010

Responsibilities

Use knowledge and provided tools to resolve issues for field technicians when installs and repairs have order issues or systems issues, contact other departments via phone or chat to assist with resolving issues if needed.

For example the voice order management department for telephone issues.

Accomplishments

I was promoted from T1 (technical assistant) to T2 (UFO) technician assistant for good attendance, good customer feedback and extreme organizational skills.

Skills Used

Communication skills, staying calm and professional if dealing with an irate technician, contacting other departments via phone or chat, following instructions and procedures (written and verbal), remaining organized across multiple platforms and multitasking.

EDUCATION

# General

Walkerville Collegiate - Windsor, ON

SKILLS

* Bilingual French/English
* Very organized and efficient
* Capable of working in high pressure position
* Great multitasker

AWARDS

# Most Dedicated Player

March 2012

Awarded "Most Dedicated Player" for always being present, on hand if needed, showing leadership skills and always encouraging teammates.

ADDITIONAL INFORMATION

* Personable and pleasant with customers
* Extremely organized and more then capable to work in fast paced environment
* Can work independently or as a team member
* More than willing to be cross-trained in order to help elsewhere if the help is needed