

Charleine Charles

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To whom this may concern,

I am writing with great interest to apply for your company, your core duties and work requirements are aspects that attracted me to your company. Considering the fact that, I was looking for a challenging position at a professional level. I believe that being at your company will heighten my skills. Working in TD's Investment Banking domain has given me exposure to the world of investing which is one of the pillars of our economy. Although I have acquired many skills and knowledge with TD, the top financial institution, I have interacted with; and served high level customers and companies with millions dollars of investments. With TD I had access to personal and critical information, I have had to answer the inquiries from a variety of clients, and fulfill their requests at times all of these duties were done under pressure while following the proper mandate. In addition to my responsibilities, I had to address concerns and complaints to the best of my ability with patience, calm and professionalism at all times.

In addition to this, I have a thorough knowledge of Microsoft Excel, and Microsoft Office software. At my previous employers, I acquired the ability to assume different responsibilities individually or in a group setting. Presently, I feel that I have gained extensive experience in the customer service domain thus showcasing my professionalism and consistency in the field. I am a very dedicated person, flexible with an excellent ability to adapt to different situations. I am also able to thoroughly assess different situations and provide a positive outcome for every challenging circumstance.

Ultimately, this opportunity will have direct impact on the public my main focal point and interest, THE PEOPLE. Keep in mind I enjoy working with the public hence what better way to be able to combine both my interest and a business opening ; given the opportunity I believe I can excel within your business With that being said, I feel that I am a perfect candidate for this position.

I appreciate your time for considering my application.

Charleine Charles

PROFESSIONAL SUMMARY

I am, professional, understanding, organized and responsible. My Interests is Public Service. I am bilingual in both official languages (French and English) as well as intermediate Spanish

EXPERIENCE

TD DIRECT INVESTING CUSTOMER SERVICE REP./ TECHNICAL SUPPORT

Millenium1Solutions, Ottawa, On, June 2013 -August 2015

Offering technical Support as well, as registration for newly opened accounts.

RECEPTIONIST/SURVEYOR

R.A. Malatest and Associates, Ottawa, On, April 2011- 2012

Answer telephone, screen and direct calls, as well as to take and relay messages. Provide information to callers, greet persons entering organization and direct persons to correct destination

Conduct surveys in both official languages for Clientèle.

CUSTOMER SERVICE REPRESENTATIVE

IKEA DIRECT, Montreal, Qc, 2010

Providing answers to the enquiries of all IKEA customers nationwide regarding IKEA's products. Responding on behalf of all IKEA stores across Canada.

INTERVIEWER

Opinion Search, Montreal, Qc, 2009

Collection of Provincial and International data regarding issues and events around the world through surveys.

AGENT CONSULTANT (CIBC)

VOXDATA, Montreal, Qc, 2008

Updating Clients File.

Sales on campaigns' mentioned products.

CUSTOMER SERVICE

Sears, Montreal, Qc, 2007

Associate of the Catalog Dept.

Providing services to the clients by way of telephone by taking down information as they order items from Sears catalog.

Objectives: advertise all items on promotion at Sears to every client and offer Sears card to all clients.

CATERING SERVICE

Shaw's Center, Brockton, Ma, 2005-2006

Providing services as a waitress for various events.

CAMP COUNSELOR (LES EXPLORATEURS DE PARC-EXTENSION)

PEYO, Montreal, Qc, Summer 2002 Summer 2004

Providing help for children with special needs in an active environment. As well Supervision for children ages 5 and 12.

EDUCATION

SCIENCE

La Cite Collegiale • Ottawa, On • 2012

GRADUATED AS PART OF SENIOR EXECUTIVE COMMITTEE.

Brockton High School • Brockton, Ma • 2002-2006

HEALTH SCIENCE PROGRAM SOCIAL SCIENCE PROGRAM.

College Vanier • Montreal, Qc • 2006

SKILLS

CAPABLE OF WORKING INDIVIDUALLY AS WELL AS IN TEAMS

CONTACT

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