

KEY SKILLS

- Highly versatile
- **Trilingual**
- **15+ years experience in customer services**
- Fast learner
- Dedicated professional
- **3+ years experience in management and HR**
- Attentive to details
- Finds sustainable solutions
- **3+ year experience in sales & retail**

ACADEMIC FORMATIONS

Bachelor of Business Administration (Minor: Management) **2015 – 2021**

John Molson School of Business, Concordia University, Montreal, QC

- Successfully completed: Statistics, Law, Accounting, Finance, Strategy, Advanced Spanish,...

International Studies in Human Science **2012 – 2014**

Collège Jean-de-Brébeuf, Montreal, Quebec, Canada

- Successfully completed: IT, Communication, Statistics and Mathematics, Economy,...

WORKING EXPERIENCE AND COMPETENCIES

Key Account Executive **Mai 2021 – Présent**

Procter & Gamble, Toronto – Work from Home, QC

- Manage and optimize the strategic planning, budgets (multimillion), distribution, category assortments and other for *Metro Inc.* (ON & QC).
- Presented products including NPIs with a **100% acceptance rate** (OTC & Shave)
- Generated **7% growth (over a 3% objective)** even through supply chain issues
- **Analyze the business** through market performance, ROI, POS and other data and present them using: Nielsen, Dunhumby, Fastmart, Power BI, Excel, Power Point, etc.
- Coach and guide sales representatives from *Crossmark* agency to conduct POS audits and executions
- **Develop** and deploy **new shelf space** strategy for Metro and Brunet banners
- Manage extra-curricular activities internally including the Sustainability Network, Quebec Recruiting, Team Activities, Quebec Underserved consumer, French Network and Mentored 2 new hires.

Administrative Assistant **Jan 2021 – Present**

Effenco Development Inc., Montreal, QC

- Project management and HR tasks (job description, contact and meet candidates, etc.)
- **Negotiated** prices **down 47%** for HR (B2B) contracts
- Established KPIs from given data sets using Excel, Measure, Analyse and present these KPI's results

Web-Coordinator& Retail **Winter 2020**

LaLooma, St-Bruno, QC

- Sold and advised customers on the best products for their needs
- Resolved problems with clients

Assistant Manager (Retail) **Aug 2019 – Feb 2020**

Williams-Sonoma, Brossard, QC

- **Reached sales** up to **10 000\$/700\$ goal** while managing a team of 10 employees
- **Sold luxury kitchen** items and **appliances** including **Nespresso machines**
- Found, trained and managed new employees
- Opened and closed the store and end of day cash counts

Camille Anne Rancourt

Assistant Manager

Sep 2017 – Aug 2019

Benny&Co., La Prairie, QC

- Slashed the **employees turnovers** rate **from 133% to 32%** compared to 76% average, positioning our franchise in the **top 3** of all the Benny`s
- **Increased** the supplemental **sales** per clients of my team by **20%** resulting in more than **2 000\$ monthly** increase.
- Dealt with complaints, wrote general communications, solicited businesses and informed clients their services (B2B)

Bank`s Customer service

May 2016 – Jun 2017

Service de Cartes Desjardins (from Mouvement Desjardins), Montreal, QC

- Analyzed clients` situation and in **40%** of the cases, **sold** them the better credit cards
- Learned all the politics and procedures of the banking service
- **Resolved** any problems concerning the credit card within **10 minuts**
- Explained monthly statements, conducted clients` risk assessment, and learned how and where to direct clients relative to their specific problems

Interviewer

Sept 2015 – May 2016

l`Observateur Research Company, Montreal, QC

- Cold-called clients, **convincing 80%** of them to stay on the phone
- Persuaded and communicated with clients to collect information efficiently (using MS-DOS)

→ **7 more years** of experience in **Customer Service** (see **LinkedIn** for details)

- Became a master in Customer Service with **99% client satisfaction`s** record

VOLUNTEERING

Volunteer

Winter 2020 – Present

Nature-Action Québec, Montreal, QC

- Administrative tasks · Research · Taking care of the forest

Member of the Board

Fall 2015 – 2016

GIVE, Montreal, QC

- Represent a non-profit organization · Lead a group · Organize and delegate tasks

Volunteer

Winter-Spring 2015

MAXIMO nivel &International Voluteer, Antigua, Guatemala

- Care for sheltered animals · Helped build a clinic

LANGUAGES

- | | |
|------------|--|
| 1. French | Mother Tongue and Advanced Proficiency (C2) |
| 2. English | Second Language, University Level, Advanced Proficiency (C2) |
| 3. Spanish | Advanced Spanish writing, translation and speaking skills (C2) |

PERSONAL INTERESTS

- | | | |
|-----------------|------------|--------------------|
| · Travelling | · Finance | · Fashion & Luxury |
| · Environnement | · Outdoors | · Learning |