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Montreal, QC H2X

EDUCATION

Technique: Social Work
Collège Boréal, Greater
Sudbury, ON, Expected in June
2024

High School Diploma
**Centre Communautaire
Sainte-Anne**, Fredericton, NB,
June 2015

ALEXANDRA DUMONT

PROFESSIONAL SUMMARY

From customer service to specialized teacher assistant, I have outcome a lot of work experience for the past 8 years. I've been working in Customer service in call centers since 2016 and other jobs in between. I consider myself with a greta sense of communication and empathy which would make me a perfect fit in the path I'm heading toward.

SKILLS

- Roadside Assistance
- Child Development
- Special Education
- Positive Reinforcement Strategies
- Educational Leadership
- Customer Relations
- Active Listening
- Leadership

WORK HISTORY

August 2022 - July 2023

AXA - Roadside Assistant, Montreal, QC

- Investigated customer complaints to identify cause of malfunctions.
- Communicate with towing company and make sure they arrive to their destination.
- Communicate with customers and gather data on the situation to send the right type of help

July 2021 - January 2022

VOXDATA Solutions - SOS Dispatch, Montreal, QC

- Provided leadership, guidance and support to clients.
- Referred clients to appropriate team members, community agencies and organizations to meet treatment needs.
- Monitored program, performance and outcomes for successful delivery of services.
- Participated in community events to promote services and engage with public.

September 2018 - January 2020

District Francophone Sud - Specialised Educator Assistant, Fredericton, NB

- Built relationships and communicated with parents to provide best learning environment for children.
- Collaborated with adults and children to provide safe and educational experience.
- Monitored student progress and adjusted instruction to meet individual needs.

- Collaborated with colleagues to develop and revise curriculum, enhancing learning experience.
- Chose materials and developed lesson plans to enhance skills for individual students.

July 2015 - January 2016

McDonald's - Cashier, Oromocto, NB

- Greeted customers entering store and responded promptly to customer needs.
- Built relationships with customers to encourage repeat business.
- Operated cash register for cash, check, and credit card transactions with excellent accuracy levels.
- Worked flexible schedule and extra shifts to meet business needs.
- Clean around and maintain cash register