

Audrey Carelle

Momo

CONTACT

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PROFILE PROFESSIONAL

Passionate professional with excellent communication, active listening, and problem-solving skills. Experienced in customer service, I am committed to providing personalized solutions to enhance the customer experience and foster loyalty. Curious and enthusiastic, I am ready to contribute to a team's success while continuing to develop my skills.

SKILLS

- Bilingual (French/English) Customer
- Service Skills Organizational and
- Management Skills Proficiency in office
- tools
- Team Conflict Management Critical
- Thinking and Priority Management Project
- and Team Management
- Team spirit and collaboration

EXPERIENCE PROFESSIONAL

Project Delivery Clerk | April 2025-August 2025 College

La Cite | Ottawa, Canada

- Logistical preparation of training and activities
- Administrative support for students
- Complete and organize documentation relating to training and projects.
- Budget support
- Support for recruitment activities

Language Monitor - Explore Program | 2023-2024

College La Cite | Ottawa, Canada

- Supporting adult students in learning Canada's two official languages.
- Propose, coordinate, and execute fun activities to make learning enjoyable. Guide students in exploring the city of Ottawa.

Language Monitor - Odysee Program | 2023-2024

College La Cite | Ottawa, Canada

- Supporting students struggling with French within the Eastern Ontario Public School Board.
- Supervise children during the day through educational activities. Lead classroom activities.

Cook/Roaster | 2023-2024 St

Hubert | Ottawa, Canada

- Ensure the preparation of orders in the kitchen, guaranteeing the quality and conformity of dishes for each customer.
- Ensure constant availability of meals to meet all orders without interruption.
- Proactively collaborate with the team to anticipate and meet customer needs. Provide impeccable service, focused on customer satisfaction and experience.

Security Officer | 2020-2023

ARCHER GUARDS | Ottawa, Canada

- Ensure the safety of clients at public and private events, respecting established safety standards.
- Interact with customers proactively, responding quickly and effectively to their needs.
- Provide clear and relevant answers to their questions and requests, while ensuring exceptional customer service.

Customer service agent | 2018-2019

Cameroon Telecommunications | Yaounde, Cameroon

- Taking inbound and outbound calls, building relationships and creating an exceptional customer experience by providing them with important information about their services, Presenting products and services based on customer needs and handling objections by explaining how the services and products will benefit them,
- Develop relationships with customers, using active listening to demonstrate empathy, provide solutions and partner with customers on a resolution,
- Adhere to predetermined service level agreements for response time and full resolution time,
- Ensure the accuracy of information on file when interacting with all customers, Securely manage customer data in accordance with privacy standards and government and company policies,
- Collaborate with and learn from our experienced team of customer service representatives to deliver an exceptional service experience.

EDUCATION**University of Quebec in Outaouais | Gatineau | 2022-2025**

Bachelor's degree in industrial relations and human resources

Vocational Training Center - Outaouais Skills | Gatineau | 2023-2025 Professional Studies

Diploma in Specialized Skills - Hairdressing

**COMMITMENTS
COMMUNITY****Canada Revenue Agency | 2023-Present**

Volunteer in the tax assistance program

Heron Road Community Center | 2021-Present Food Bank

Volunteer