**Karelle Mbapte**

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**Profile:**

I am a student at LaSalle College in the business management program. I am looking to work in your company where I can apply and further develop my acquired skills.

**Skills:**

* English and French
* Positive, optimistic, cheerful, dymanic
* MS-Word, Excel and PowerPoint

**Education:**

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| Diploma - Collegial Studies (DEC) – Business Management  LaSalle College, Montréal, QC. | 2015 - 2018 |
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| Government Bilingual High School Bonaberi Douala Cameroon | 2009 - 2015 |

**Work experience:**

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| **Sales representative**  Verona shoes   * help clients find their size and assist them to make a choice * help clients to make a payment   **Loyalty agent**  ADT- Canada   * Receive inbound call to help customer with their alarm system * Assist customer to pay and understand their bills * Help customers to upgrade their alarm system * Offer the best customer service to clients | November 2017-2018  June 2017 |
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| **Customer service representative**  Access Research   * Outbound calls for surveys * Calling clients to collect data for market research * Call clients to offer best product deals | March 2017 |
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References from work and schooling are available upon request.