**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 ManagementLaSalle 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 2017-2018June 2017 |
|  |  |
| **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.