

# MYRIAM QUINN

620-800, LANSDOWNE AVENUE • TORONTO, ONT • M6H 4K3  
(416) 619-0445/(418) 808-3248 • MYRIAM@SUNNYWEB.CA

Toronto, On  
August 5th, 2006

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Dear Employer,

If you are seeking a unique and authentic individual who can deliver bottom-line results, I would like to make a strong case for myself. I am enclosing a resume for your review to provide an overview of my career achievements and qualifications. Please consider this letter as my formal application presenting my background, education and experience.

I am a graduate student from Laval University in Teaching and have acquired teaching and evaluating experience as well. I also have over 5 years experience as a multi-tasked co-owner of a Web development business; and I am well versed in the area of administration tasks and customer services. Therefore I am confident that my education and experience have prepared me for the position that you have available, and my unique abilities will enable me to make an immediate and valuable impact on your organization.

In addition, I work well in both team-oriented and self-directed environments; enjoy getting the work at hand completed, am bilingual, empathetic and have a great adaptation capacity. You will also find me a well-organized, detail-oriented with excellent analytical, troubleshooting, communication and problem solving skills and I am fully computer literate as well as a quick learner on new programs. I thrive on new challenges and my desire to learn will prove to be an asset to my employer.

I look forward to a personal interview to discuss with you how I can best serve your company's interests. Thank you for your time and consideration.

Sincerely,

Myriam Quinn

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## BILINGUAL

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- French
- English
- (Beginner in Russian)

## APTITUDES

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- Speaks and writes fluently in French and English
- Is versatile in computer science and in the management of Internet
- Has a well-developed ability to communicate
- Is a great team-worker
- Is in excellent physical condition

## CAREER OBJECTIVES

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I would like to acquire experience in activities in link with my personal interests, and in varied domains. In addition, my main goal is to achieve myself in a domain giving me the opportunity to create and to communicate.

## SPECIAL COURSES

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- Marketing, Sales, Customer Service workshops
- Teaching Practicum in High school and Elementary school
- Interior Design (Collège Notre-Dame-de-Foy)
- 9-month immersion in Kalamazoo, Michigan
- Russian I : Elementary (Laval University)
- Ashtanga yoga (PEPS, Laval University)

## EDUCATION

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1999 – 2003    **Bachelor Degree in Education**    Ste-Foy, Qc  
*Teaching English as a Second Language*  
• Laval University

1997 - 1999    **College Degree**    Baie-Comeau, Qc  
*Human Sciences and Psychology*  
• CÉGEP de Baie-Comeau

1995 - 1997    **High School Diploma**    Baie-Comeau, Qc  
*General studies*  
• Secondary IV et V  
• Polyvalente des Rives

## PROFESSIONAL EXPERIENCES

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May 2001 – Today                      **Création SunnyWeb**                      Canada  
*Co-owner*

- Manage supplies/inventory, order from suppliers (software, miscellaneous)
- Translate and proofread different projects
- Perform data entry, read, answer and file correspondences
- Administer, track down and file bills, customers' information and others
- Recruit, hire and mentor new employees
- Create PowerPoint presentation in order to present the products
- Analyse the different avenues and possibilities of the markets

May 2005 – June 2006                      **Bell Canada**                      Québec, Qc  
*Customer Service Agent*

- Promote Bell Canada services and products
- Handle and file complaints and send them to the right department
- Perform data entry, open new accounts and retrace existing accounts from the different systems in order to answer to customers
- Analyse and answer to customer's needs (Billing & Service inquiries)

April 2005 – May 2005                      **Nordia**                      Québec, Qc  
*411 Agent*

- Master the different applications in order to answer with exactitude to the users' demands
- Research with the computer program specific information in record time

December 2004 – March 2005                      **Jetsgo**                      Toronto, On  
*Flight Attendant*

- Offer a quality service to the guests (beverages, snacks, special requests)
- Work as a team member to create a safe and fun environment to work in
- Be In-Charge (Head - Flight Attendant) and perform pre, in and post-flight duties

2001 – June 2004                      **Bon-Pasteur HS and others**                      L'Islet, Qc  
*Substitute teacher English as Second Language (Primary/Secondary Levels)*

- Teach lessons, evaluate objectives and correct the different exams
- Build MEQ-format exams and formative/summative evaluation
- Maintain discipline in the school
- Work in collaboration in the team-school and the team-subject

## VOLUNTARY

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- Bell Canada Centraide Campaign
- Fashion buyer for customers (Optimization of old wardrobe with new wardrobe and classics)
- KAAP volunteer (Mentor for a 9 year-old boy in Kalamazoo, Michigan)