

Mr. Jean Kaleb
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2255 Wharncliffe Rd. S, London. ON, N6P 1K9

Human Resources:

I would like to submit my covering letter and resume for your review. It is my desire to secure a career-placement servicing as a: **Client Service Associate** employed within an Insurance related environment where-in I am able to expand upon current skill-set(s) and increase my knowledgebase.

By nature, I am a *very* detailed individual paying particular attention to policy wordings and company guidelines, essential for duties that *may* include: Interpreting insurance contracts, determining policy coverage and adjusting reserves. I *am* a people person and sincerely believe in fostering current and future relationships, building upon and strengthening customer client loyalty.

My work ethic can-be described as *meticulous* with an engineered approach. I perpetually strive towards improving productivity and work-flow. Consistently monitoring my workload and performance, initiating changes where and when required. I am accustomed to working in a fast paced environment where attention to detail is a standard.

As such, I would be more than eager to meet with parties in question regarding given career opportunity, in addition to allowing my efforts to cement my words.

Thanking you kindly,

Jean Kaleb

J.K.

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OBJECTIVE

Secure a career placement servicing as a **Customer Service Representative** employed within an environment where I am able to expand upon current skills, knowledge and abilities; growing into a long term career.

EMPLOYMENT EXPERIENCE

Kognitive Marketin: Client Service Representative. 2013

- Liaison between future clients and marketing representatives, outlining product: features, benefits and services which will best meet the clients' financial portfolio.
- Objection-handle any issues, doubts and concerns the client(s) may have about the product and its associated services.

Liquid Crystal Studios: I.T. Consultant / Technician. 2013

- Provide inbound and outbound technical support to clients and associates.
- Develop and maintain current I.T. platforms [i.e.] hardware, software & online solutions.
- Continued online development and maintenance.

English First [China]: English Instructor. 2011

- Taught basics of English pronunciation and conversational linguistics to primary and adolescent youth.
- Prepared visual aids and multi-media presentations to facilitate each lesson study and to encourage classroom participation and retention of content.
- Evaluated students based: on in-class participation, completion of assigned task, desire and willingness to learn.

Customer Service Sales Representative, TD Canada Trust. 2007

- Performed outbound service calls to existing TD clients offering new products and services.
- Conducted needs analysis for clients based on current and future requirements, offering clarification and educational session when deemed necessary.
- Provided cost-savings-solutions to clients, allowing them to better manage their financial accounts.

EDUCATION

Information Systems 3 year Degree (<i>in progress</i>)	Athabasca Con't Ed (2013)
Business Insurance Diploma	Fanshawe College (2009)
Business Communication Certificate	Fanshawe College (2006)
Computer Programming and business App Diploma	Fanshawe College (2001)

VOLUNTEER EXPERIENCE

Elementary Teaching Assistant	Milton Elementary School (2011)
Information Technology Consultant	Central Public Library (2008)
READ Program	London Public Library (2006)
ESL Instructor (London, ON)	Cross Culture Learning Centre (2003)

References available upon request.