

FANNY HÉBERT-CHASSÉ

CONTACT

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fanny.hebertchasse@gmail.com

Outremont (Qc)

Languages:

French: Native/Bilingual

English: Native/Bilingual

EDUCATION AND TRAINING

B.A with specialization: Psychology

Concordia University | Montreal, QC | 2023-2026

DEC; General Social Sciences

with Certificate in Women and Gender Studies

Dawson College | Montreal, QC | 2021-2023

High School Diploma

Collège Notre-Dame | Montreal, QC | 2016-2021

SKILLS

- Appointment Scheduling
- Behavioral Assessment
- Customer Service
- Effective Communication
- Group Leadership
- Multi-Task Management
- PC Proficient
- Phone Call Answering
- Problem-Solving
- Program and Activity Planning
- Relationship Building
- Verbal Communication
- Coffee making

OTHER

Jeux Franco-Canadiens de la

Communication 2024

Students from 12 Canadian universities compete in 13 categories related to journalism and communications.

Varsity Rugby Team at Dawson and Concordia

SPCA Volunteer 2023-Current

Society for the Prevention Cruelty to Animals.

First Aid & CPR/AED level C 2022-2025

EXPERIENCE

Barista and Trainer

Cornetteria | Montreal, QC | 2022-Current

- Took coffee, food, and other beverage orders and prepared them for customers quickly and effectively.
- Maintained a clean and professional appearance and dining area for guest satisfaction.
- Delivered excellent customer service and prompt food and beverage delivery.

Hostess and Trainer

Table 51 | Montreal, QC | 2022-2023

- Manage an average of 150 in-person and telephone guest inquiries per day, customer service requests and reservation bookings.
- Develop rapport with clients and generate repeat business through a friendly attitude and extensive cuisine knowledge.
- Inquire about drink orders and provide information to wait for staff.
- Train new four hosts and hostesses on service policies.

Camp Counselor

Town of Mount Royal | Montreal, QC | Summer 2022 - Summer 2023

- Working with children with special needs
- Engaged children in arts and crafts, singing, sports activities, games and field trips while maintaining safe environment.
- Cultivated effective relationships with campers, parents and other camp counselors by utilizing active listening and dynamic interpersonal skills.

Camp Counselor

Sportmax | Montreal, QC | Summer 2020 - Summer 2021

Parks Maintenance

Ville de Montréal | Montreal, Qc | 2019-2022