

KAYLA LEBLANC PAGIE

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Address: 930 Serrano st., Orleans, Ontario, K4A 5L4

SUMMARY OF QUALIFICATIONS

- Fully bilingual professional with strong written and verbal communication skills in English and French.
 - 7+ years of extensive customer service experience with proven ability to create engaging customer experiences across various industries
 - Team collaboration and operational support
 - Advanced computer proficiency in Microsoft Office Suite including Word, Outlook, PowerPoint, Excel and related applications
 - Exceptional multitasking abilities with strong capacity to prioritize tasks, work under pressure, and consistently meet deadlines while maintaining high customer satisfaction standards
 - Working knowledge in medical terminology, and medication
 - Active listening and information clarification
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PROFESSIONAL EXPERIENCE

Kitchen Supervisor

Joe's Pizza Shop, Limoges, Ontario

2018 - Present

- Maintained operational performance in a fast-paced service environment requiring rapid task prioritization and clear team communication.
- Manage and train a team of 10+ kitchen staff.
- Develop and update menu items while maintaining food cost targets and profit margins.
- Create and adjust staff schedules to meet service demands and labor cost goals.
- Ensure compliance with health department regulations and maintain food safety certifications.
- Manage inventory.

Server Liaison

Joey's Rideau, Ottawa, Ontario

2025-2025

- Liaised between kitchen and servers to ensure accurate, timely orders
- Delivered food and supported servers during peak service
- Monitored table readiness and assisted with seating
- Maintained service standards and guest satisfaction
- Ensured cleanliness and organization of stations

Receptionist/Barista**Country Moments Spa and Wellness Centre, Navan, Ontario****2021 - 2023**

- Managed client scheduling and inquiries while maintaining professional and organized front desk operations
- Created engaging social media content to promote services
- Provided barista services while maintaining excellent customer service
- Handled cash transactions and managed front desk operations
- Facilitated client communications and appointment reminders

Pharmacy Assistant**2021-2022****Guardian Pharmacy, Limoges, Ontario**

- Handled sensitive medical and insurance information with discretion and confidentiality.
- Handled cash transactions and phone inquiries
- Prepared and packaged medication blister packs for long-term care residents and home care patients
- Communicated professionally with healthcare providers and clients to resolve billing and prescription concerns
- Provided professional customer service in a healthcare setting
- Worked in collaboration with doctor's offices as needed

EDUCATION**Carleton University****2020-2025**

B.A in Psychology

Casselman Secondary School**2016-2020**

Highschool diploma

CERTIFICATIONS AND TRAINING

- Smart Serve
- Standard First Aid and CPR Level C and AED

October 2022**August 2025**

References are available on request.