

**Marc Ketter**  
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### ***Objective***

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A challenging opportunity to apply and further develop acquired skills and experience in the area of bilingual customer service

### ***Education***

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<b>Bachelor of Arts: Sociology (major), Marketing (minor)</b> <i>Concordia University, Montreal, Quebec</i>	2012
<b>Diplome d'Etudes Collegiales: Health Sciences</b> <i>Dawson College, Montreal, Quebec</i>	2007

### ***Languages***

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English, French (written and spoken), basic conversational German

### ***Computer Skills***

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MS Word, Outlook, Excel, FoxPro, PowerPoint, Explorer, Safari

### ***Areas of Effectiveness***

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#### **Organization**

- Planned and promoted fundraising event for charitable organization
- Coordinated major event to raise funds and awareness for hospital foundation
- Assisted in developing a *Student Representative System* for marketing association

#### **Leadership**

- Acted as Assistant Manager for a major fashion outlet during Manager's absence
- Provided job search assistance for students making transition to work force
- Helped develop choreography for many high school fashion shows

***Work Experience***

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**Telephone Customer Service Agent** 2011-2012

*National Bank of Canada*, Montreal, Quebec

- Responded to customer inquiries concerning banking products and services
- Assessed and resolved technical problems encountered in Personal Compu-teller and Telephone Banking Services

**Team Leader** 2009-2011

*Bozell International*, Montreal, Quebec (Summers)

- Acted as primary Liaison for Hershey Creamy Caramel Sampling Tour
- Managed and executed promotional events in province of Quebec
- Orchestrated and planned tour itinerary
- Reported weekly, summarized and detailed activities, results and observations
- Corresponded with VP Superiors in Toronto as Programme Coordinator

***Additional Experience***

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- **Dining Room Manager**, *La rue au coin*, Montreal, Quebec 2009
- **Sales Associate**, *Shoe House*, Ottawa, Ontario 2008
- **Customer Service Representative**, *Overnight Packages*, Montreal, Canada 2006

***Extra-Curricular Activities***

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- **Active Member** – AIESEC *Concordia Student Association*
- **Stage Manager** – "Les Belles Soeurs", *Gao Theatre Company*
- **Volunteer** – *Concordia's Safety Patrol*
- **Member** – *Insight Theatre Troupe*
- **President** – *CEGEP Graduation Committee*

***Awards***

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- 1<sup>st</sup> Prize – Hartford Writing Contest
- 3<sup>rd</sup> Place – Hartford Regional Swim Team

***Interests***

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Cardiovascular exercise, soccer, theatre, reading, cuisine, German pop-culture

*References available upon request*