

JULIANA ARDANAZ



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Nepean, ON K2J4L2

PROFESSIONAL SUMMARY

Detail-oriented professional with excellent communication, interpersonal, and creative thinking skills. I am looking to combine my problem-solving skills and tech proficiency to provide high quality service. Frequently praised as hard-working by my peers, I can be relied upon to help your company achieve its goals.

Looking for Part Time employment

EXPERIENCE

Bank of Montreal – Senior Customer Service Representative

Nepean, ON • 01/2022 - Present

- Complied with corporate and regulatory policies regarding information confidentiality and privacy.
- Processed orders and detailed transaction information to customers.
- Developed and maintained positive relationships with customers by providing timely, accurate information and solutions to their inquiries.
- Gave accurate and appropriate information to answer questions, troubleshoot issues, and resolve complaints.
- Analyzed customer feedback surveys to identify areas of improvement in the customer service department.
- Displayed strong organizational skills while managing multiple projects simultaneously.
- Mentored and guided new hires through the initial training phase, welcoming them and integrating them into the team.

Self Employed - Freelance 2d Animator and 3d Modeler

Nepean, ON • 01/2020 - Present

- Built and maintained strong relationships with clients
- Created High quality work based on clients' specification
- Working closely with clients to bring ideas to life through various concepts and iterations
- Managing time and meeting clients' budgets throughout projects

CBI Health - Co-Op Student

Nepean, ON • 09/2020 - 01/2021

EDUCATION

Algonquin College

Ontario

Animation – Expected graduation
May 2026

Longfields Davidson Heights

Ontario • 05/2021

High School Diploma

SKILLS

- Product Knowledge
- Computer Proficiency
- Critical Thinking
- Conflict Resolution
- Brand representation
- Database Management

- Collaborated with fellow students, working on group projects and assignments.
- Shadowed physiotherapists during patient interactions, observing and learning various treatment techniques and patient management strategies
- Assisted in office tasks, including digitizing patient records and assisting with client's inquiries

VOLUNTEER EXPERIENCE

Ottawa International Animation Festival – Team Lead and Assistant Volunteer Coordinator

Ottawa, ON • 09/2023 - 09/2024

- Collaborated with other departments to ensure smooth transitions between teams
- Provided effective communication between team members, resolving conflicts, and addressing issues promptly to maintain a positive festival environment.
- Promoted a collaborative and enthusiastic team atmosphere, contributing to high volunteer morale and a successful festival experience for attendees.

AWARDS

- Honor Roll Grades 8-12

