**AUDREE VAILLANCOURT**

**2155 St-Marc Street, Apt 4**

**Montreal (Quebec) H3H 2G8**

**514-792-0291**

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**Education**

**Bachelor’s degree in English and Intercultural Studies:  writing, literature and translation. (Cooperative teaching program)**

2005-2009 University of Sherbrooke (Quebec)

Knowledge:

* The English language, its variations and the diversity in its discourse;
* English literature in its historical, literary and cultural context;
* The role of English in a global perspective.

Abilities:

* To develop analytical and critical abilities through the study of literature pieces;
* To be familiarized with an interdisciplinary approach to literary and cultural studies, in the fields of teaching, writing, translation, communications and the media;
* To conceive, to write, to proofread and to edit specialized texts within cultural, professional and creative contexts;
* To use technological tools and multimedia resources essential or complementary to research and English applications;
* To be familiarized with theories, methodologies and principles concerning the presentation and the transmission of information for teaching and professional training.

**College degree Creative Arts**

2003-2005 Champlain Regional College, Lennoxville (Quebec)

**High School degree and International degree** (English, French, Spanish)

* 1. Du Phare High School, Sherbrooke (Quebec)

**Work Experience**

**Substitute Teacher for Sherbrooke School Board**

2009

* To prepare, perform and supervise academic activities for primary and high school students
* To respect different school policies and values
* To manage time class and discipline

**Interviewer, Statistics Canada, Sherbrooke (Quebec)**

2009

* To interview Canadians in both English and French;
* To inform selected households concerning objectives of the current survey;
* To convert refusals in completed surveys.

**Front Desk, Banff International Hotel, Banff (Alberta)**

Summer 2008

* To welcome customers, inform them about policies and check them in (RoomMaster);
* To answer the phone, take reservations, take payments, prepare groups, etc.

**Customer Service Agent, Nordia, Sherbrooke (Quebec)**

From 2007 to 2008

* Bell Mobility: To offer customer service in both English and French;
* To achieve quality objectives regarding selling and time per call, using NM1 (billing software) and other applications;
* To resolve customer issues and fulfill their needs and expectations while applying Bell Mobility’s policies.

**Trainee–Technical and Business Language Agent**

**Human Resources and Social Development Canada, Gatineau (Quebec)**

2007

* To work for the Red Seal team: proofread, compare English and French documents, translate national analyses of professions and improve self-confidence and adaption abilities;
* To transfer analyses from their old format to their new one;
* To use Word, *Terminum* and the Web to research technical terminology and develop autonomy.

**Work Experience (next)**

**Counsellor, Lennoxville Day Camp (Quebec)**

Summer job from 2003 to 2006

* To work in a team with three counsellors in order to schedule, lead and supervise activities for 7-8 year olds and 9-12 year olds;
* To act promptly in case of accidents and disrespect of the day camp rules (C.P.R. training and good disciplinary skills required);
* To clean the craft rooms and the locker room.

**Interviewer, Tenor Marketing, Sherbrooke (Quebec)**

Part time job from 2005 to 2007

* To interview people with professionalism and respect, both in English and French
* To conduct face to face interviews

**Junior Leader, Family Leisure Centre in Calgary (Alberta)**

Student exchange Summer 2002

* To write weekly schedules
* To classify documents and clean the craft room
* To take attendance for the whole camp
* To participate in day-care activities

**Mentions**

* Admission bursary in English and Intercultural Studies
* Academic Excellence for being on the « Dean’s List » (average of 85 % and over) during four sessions.

**Volunteering**

* Cashier for Desjardins (Caisse) at my High School.
* To place clothing at the Salvation Army
* To participate to the Welcoming Day at my High School

**Hobbies**

* Travel: Spent my summer 2007 in Europe backpacking (France, Spain, Italy, and Greece) by myself and worked as a Front Desk Clerk in the province of Alberta (West of Canada) during my summer 2008.
* Reading, writing, theatre and tourism.