




BAILEY SURPRENANT

CONTACT

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 bailey.surprenant@gmail.com

 Ottawa, On, Canada

EDUCATION

Third year - 3D Animation and Scriptwriting Program

Algonquin College
Nepean, On | May 2023
(anticipated graduation)

Through the 3D Animation and Scriptwriting Program, I have gained valuable software and art knowledge. This program has allowed me to gain a knack for learning multiple new softwares in a short period of time

High School Diploma

Beatrice-Desloges HS
Orleans, On | 2018

SKILLS

- Microsoft Office Suite
- Adobe Creative Suite
- Animation
- Graphic Design
- 3D Animation
- 3D Modeling
- Digital Drawing
- Video Editing
- Storyboarding
- Scriptwriting

PROFILE

Diligent College student seeking opportunities to improve on leadership skills and enter the workforce to acquire new skills. Organized, focused and possesses a positive attitude.

EXPERIENCE

Cafe Barista and Supervisor

Figaro Coffee House | 650 Industrial Ave, Ottawa | 2019 - PRESENT

Reliable Barista with 3+ years of experience. Adept in customer service. Team player and 2 years as a Supervisor.

- Customer Service experience servicing clients in a prompt, courteous, bilingual fast paced environment.
- Responsible for stock of products and requests delivery orders.
- Prepares custom drinks, coffees, as well as prepares various food products, such as baked goods, flatbreads, sandwiches; among others.
- As a Supervisor, trains Baristas in beverage preparation, machine usage and customer service. Guides staff to ensure the store runs like a well-oiled machine during shifts.
- Ensures there is knowledge transfer by teaching new employees the store's specialty recipes and passes on overall work ethic.

Bell Associate - Information Processing

Bell Canada | O'Connor Street, Ottawa | Summer job - 2018

A member of the Bell Toll Free team. Successfully learned how to be a team player in a traditional office setting. Gained valuable knowledge in an agency-like environment. Developed new skills such as proficiency in Excel and client communication including but not limited to answering emails.

- Activated Toll free Services in multiple databases on behalf of Bell Canada.
- Coordinated customer service orders with the Bell Activation team.
- Communicated with superiors to update them on progress.
- Would attend to requests given by my supervisors
- Attended Team meetings to discuss day to day priorities
- Adhered to the Bell Toll guidelines while preparing service orders
- Established priorities while being in communication with coworkers

LANGUAGES

English | Fluent

French | Fluent

Spanish | Beginner

Store Clerk - Parkdale Market Cashier

Dominion City | 5510 Canotek Rd, Ottawa | Summer job - 2022

Learned the process of creating craft beer and continued to grow my customer service experience

- Prepared online and in person orders for customers
- Helped with organization of different beers in the back room
- Stationed at the Parkdale Market location and different outdoor sponsored festivals and activities around Ottawa

Hot Counter Representative - Kitchen Chef

Farmboy | 2030 10th Line Rd, Ottawa | 2016 - 2018

Self motivated and assertive food counter representative who assisted customers in a courteous way. As part of a team passionate about creating a unique fresh food shopping experience, I successfully learned to prepare and cook food, while maintaining a high standard for quality and attention to detail and cleanliness.

- Learned to work in a team environment by effectively communicating with colleagues and customers alike.
- Ensured the salad bar and hot counters were always fully stocked.
- Aided in the kitchen by preparing and cooking food.
- Maintained a high standard of cleanliness by following established food policies.
- Responded to customer questions and concerns in both official languages and in a friendly manner.

Volunteer Work

Vars Baseball Association 2014 - 2016

Video Editing for PixelEra 2015

YearBook Committee 2015 - 2018

REFERENCES

Ana Estable

Manager

Figaro Coffee House
ana@figarocoffeehouse.com
613-220-4631

Kevin Waghorn

Manager

Dominion City Brewing Co.
kevin@waghorn.ca
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Mike Foley

Vice President

PixelEra
613-294-0742

