

Isabelle Thivierge

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Experiences

2023	Groupe Ricochet Account Director <p>My experience at Groupe Ricochet was filled with great accomplishments:</p> <ul style="list-style-type: none"> - Impactful portfolio development: growth from 300 clients to 500 clients in 24 months. - Winner in 2020 of the "Constance and Perseverance" certificate of excellence. - Acquisition in 2021 of two major clients having represented a turnover of \$1M in the first year. - 2021 sales target: 1.2 M - 2021 result: 3 M - Diversified portfolio requiring adaptation and different sales methods.
2019	<ul style="list-style-type: none"> - Expertise in sales and negotiation with corporate clients, sales advice, B2B, large accounts (several million/year).
2019	FINANCIAL ADVISOR INDEPENDANT REPRESENTATIVE <ul style="list-style-type: none"> - Carry out rigorous commercial prospecting, by telephone or canvassing. - Analyze the financial situation of my clients in order to offer them services or insurance products such as life insurance, disability insurance or individual annuities from an insurer. - Advise and offer investment options such as RRSP, TFSA, mutual funds or stock market investments. - Complete the documents conscientiously, respect a precise code of ethics and follow up effectively and personalized with the customers.
2017	
2016	InterNord, St-Jérôme Dispatch <ul style="list-style-type: none"> - Dispatch of about fifty delivery trucks, 58 feet, LTL shipping. - Establish routes, assign them to drivers and especially solve problems and unforeseen events occurring during pick-ups and deliveries. - Guide drivers who have questions and difficulties. Maximize the efficiency and speed of workflow in a safe and logical way. - Management of customer expectations, maintaining a good relationship by ensuring their satisfaction with the service received by our team.
2015	
2015	Paccar, Ste-Thérèse QUALITY INSPECTOR <ul style="list-style-type: none"> - Perform a thorough quality inspection of Peterbilt and Kenworth trucks at the final stage, at the end of the assembly line. - Carry out these inspections in a rigorous and methodical manner with a sharp and alert spirit of trouble shooting. - Quickly report to the departments concerned the defects found by verbal communications and written reports and participate in the improvement of assembly methods by submitting suggestions and innovative ideas.
2013	
2013	Air Transat, Mirabel, Dorval Crew sched coordinator <ul style="list-style-type: none"> - Management and coordination of all logistical aspects concerning crew members in situations of delays and other operational problems. - Support for aircrew, pilots and flight attendants, at the base or abroad, in order to quickly and safely resume operations. - Knowledge of ICAO, Transport Canada and NAV Canada policies and standards. - Work carried out in the nerve center of the airline as a team with the dispatchers and the Passenger Service, where the speed and efficiency of decision-making are essential.
2000	

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| 2007 | World Courier, Montréal
Sales and operations coordinator |
| | <ul style="list-style-type: none">- Prospecting for development of the customer portfolio.- Guide and advise new potential or existing customers in order to offer the appropriate services offered by the company.- Represent World Courier at conventions and trade shows and follow up with clients.- Organize and ensure the smooth running of transport of dangerous or fragile goods requiring special infrastructure.- Organiser et veiller au bon déroulement de transports de marchandises dangereuses ou fragiles nécessitant des infrastructures particulières. |
| 2004 | <ul style="list-style-type: none">- Management of the team of drivers and coordinators. |

Education

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| 1997 | DEC Aircraft maintenance |
| 1993 | École Nationale d'Aéronautique, St-Hubert |