

# Matt Baril

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## Profile

Energetic, enthusiastic graduated SFU Business student specialized in Management of Information System and International Business with practical experience in management, leadership and customer service. Highly motivated and team-focused with proven public relations skills developed through the participation to multiple case competitions and student associations. Fluent in French and English.

## Education

<u>Project Management Institute</u> (BC) - Member of Canadian West Coast Chapter	2009 - Present
Enrolled to take Certified Associate in Project Management (CAPM)	
<u>Simon Fraser University</u> (BC) - Bachelor of Business Administration (BBA)	2007 - 2009
Concentrations: International Business & Management of Information System	
<u>Université Laval</u> (QC) - Computer Science Certificate	2006 - 2007
Concentration: Design, Analysis and Databases	
<u>Anglo-Continental</u> (UK) - English as a Second Language (ESL)	2005 - 2006
<u>CEGEP Sainte-Foy</u> (QC) - Social Sciences, Business Concentration	2001 - 2004

## Work Experience

SAP BUSINESSOBJECTS DIVISION, Vancouver, BC, Canada

### **Inbound Lead Qualification Representative**

Mar 2010 - Present

Currently utilizing IT knowledge combined with professional sales and marketing approaches to understand customers' pains and business needs to identify an Enterprise Resource Planning or Business Intelligence solution that adds value to their organization.

- Enhancing customers' experience and understanding of SAP products by generating complete and detailed intelligence summaries of their needs and opportunities
- Increasing client base by creating an above average 10.8 leads per week while offering unique bilingual customer service
- Improving customer satisfaction and follow-ups by working closely with marketing and sales people

ERNEX, Burnaby, BC, Canada

*Ernex offers real-time solutions including privately branded loyalty and multi-merchant loyalty programs, stored-value gift cards, reward fulfillment services and loyalty database hosting services.*

### **Call Centre Agent**

Aug 2007 - Sept 2008

Provided technical support and customer service in both French and English to merchants and end customers through phone conversations and emails

- Troubleshoot over the phone and through emails by using critical thinking and in-house expert system
- Ensured effective communication with a team of 4 agents by using database to track issues, emailing weekly reports and cooperating for complicated issues in a non supervised environment
- Improved office work-flow by developing an MS Access database to track gift cards lost in the mail and created email templates for common inquiries in order to increase response time

## **Work Experience con't**

ALCOA, Bécancour, Qc, Canada

*Alcoa is the world leader in the production and management of primary aluminum, fabricated aluminum and alumina combined.*

### **Technical Assistant**

Summer 2006

Promoted to this position and supervised the productivity of 250 12-ton aluminum pots by monitoring analytics, using critical thinking and making interventions directly on the pots or through operators

- Scheduled and coordinated operators with 20 years of experience to fix issues by planning actions before the shift and solving unexpected problems as they arise
- Improved productivity and quality by building relationships with operators based on listening, respect and a strong sense of humour

### **Operator**

Summers 2002,03,05

Planned and executed work for 30 plots within deadlines on 12-hour shifts around the clock by using tools such as forklifts and 25-ton cranes

- Attained high efficiency and flexibility by working in teams and learning from senior operators on one hand while also working individually and learning to be resourceful on the other hand
- Improved own productivity progressively as an understanding of rules, policies and work dynamics of a strongly unionized organization increased

## **Extracurricular Activities**

### **Vice President Communications**

Mar 2009 - Oct 2009

AIESEC (Student Association), Burnaby, BC, Canada

*AIESEC is an international youth organization that engages in international student exchange and internship programmes for profit and non-profit organisations.*

- Increased internal and external awareness by leading a team of 12 members to strengthen AIESEC brand through creating marketing campaigns, using different technologies such as blog, website, intranet and electronic newsletters, as well as publishing articles in local and national newspapers
- Improved manageability by leading and restructuring a team of 12 students through the creation of 3 teams, each with their own specialities, competencies and team leader

**Volunteer**, Conseil Jeunesse Francophone de la Colombie-Britannique

Nov 2008 - Present

### **Business Case Competitions**

3<sup>rd</sup> Place at Dalhousie Business Ethics, Halifax, NS, Canada

Nov 2009

JDC West - Management Information System, Prince George, BC, Canada

Jan 2010

1<sup>st</sup> of division and most innovative solution at APEX Business IT

April 2010

Case Competition, Singapore, Singapore

## **Interests and Languages**

Interests: Technology, literature, traveling, philosophy, social media, photography

Languages: Fluent in French and English; basic Spanish and Mandarin