

# BRYNA KLIGMAN

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## EDUCATION

### **Master of Arts, French Studies**

York University  
Toronto, ON  
January 2010

### **Bachelor of Arts with Honours, French Studies**

Glendon College, York University  
Toronto, ON  
June 2006

## AWARDS & ACHIEVEMENTS

### **Completion of Level 1C of ASL, 2012**

Bob Rumball Centre for the Deaf  
Toronto, ON

### **Certificate of Bilingual Excellence, 2006**

Glendon College  
Toronto, ON

### **Harry W Arthurs Alumni Entrance Scholarship, 2002**

York University  
Toronto, ON

## SKILLS

Fully bilingual (English and French) / Experienced translator / Strong time-management and organization skills / Wonderful interpersonal skills / Excellent telephone and email communication skills / Exceptional presentation skills

## PROFESSIONAL EXPERIENCE

### **Founder** **2016 - Present**

Play ... en français, Toronto, ON

Provide French-language education to non-native speaking parents or caregivers and their young children (ages 0-3 years) in a fun and interactive format.

### **Director of Customer Experience** **2013 - 2016**

Career Cruising, Toronto, ON

Designed and maintained all aspects of our clients' interactions with the company to ensure the best possible experience, including the creation and maintenance of a training program and resources for educators who deliver the Career Cruising program.

### **Bilingual Client Account Manager** **2006 - 2013**

Career Cruising, Toronto, ON

Provided pro-active customer service to over 2000 clients using various *Career Cruising* products in both English and French. Also responsible for the development and delivery of both in-person and web-based training sessions for up to 100 participants in both English and French

### **Senior Recreation Support Worker** **2004 - 2006**

Reena  
Thornhill, ON

Planned, coordinated and supervised a variety of activities for youth with developmental disabilities in a recreational setting while managing a team, ensuring that all team members had completed the necessary training.