




BRIANNE MATTHEWS

TEACHER

CONTACT

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-  7420 Trudeau, Brossard Qc, J4W 2M3

SKILLS

Learning Management Systems

Content Creation

Customer Experience

Creativity and Innovation

EDUCATION

Ba.Sc Linguistics

Concordia University

2017-2020

Med Education and Educational Leadership

Yorkville University

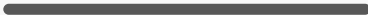
2021-2023

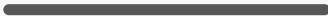
Learning Design

Toronto University

Expected June 2025

LANGUAGES

English 

French 

German 

PROFILE

I am a results-oriented professional who is ambitious, driven, and dependable, willing to go above and beyond to ensure that tasks are completed accurately and efficiently on the first attempt.

I recently completed my MA in Education and Educational Leadership from Yorkville University, where I delved into the correlation between music and Tourette's Syndrome, as well as, various learning design models such as ADDIE model, agile project management, SAM and other LMS principles.

Throughout my career, I have gained experience in several areas, including Professional Transcribing, Teaching, instructional design, Content Creating, Songwriting, and Sales.

WORK EXPERIENCE

50 % French Teacher

2024-2025

Laurentia Elementary School - Sir Wilfrid Laurier School Board

- Delivered comprehensive French language instruction to Grade 6 students, in alignment with provincial curriculum and educational standards.
- Designed and implemented lesson plans targeting core competencies in oral communication, reading comprehension, writing, and grammar.
- Prepared students for the Ministry of Education's Grade 6 French exam through structured review sessions, practice assessments, and data-driven instructional strategies.
- Assessed student progress using a variety of formative and summative evaluation tools; provided timely feedback and differentiated support based on individual learning needs.
- Integrated culturally relevant materials and activities to promote engagement and deepen students' understanding of Francophone cultures.
- Collaborated with colleagues, support staff, and administration to support student success and ensure curriculum continuity.
- Maintained detailed records of student achievement and communicated progress regularly with parents and guardians.
- Contact: Josianne Fortin: 450-438-6078

NextGen Scholars

2022-Present

- Offering academic support to students from Grade 1 to Secondary 3.
- Delivered individualized instruction in core subjects including Mathematics, English Language Arts, Science, and CCQ (Culture et citoyenneté québécoise).
- Assessed students' academic needs and developed customized learning plans to reinforce key concepts and build confidence.
- Provided both in-person and virtual tutoring sessions, adapting teaching methods to suit various learning styles.
- Maintained consistent communication with parents to discuss student progress and recommend strategies for continued improvement.
- Built strong relationships with students, fostering a positive and supportive learning environment.

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AWARDS

- Francie Beresford Bursary
Concordia University
- Post-Secondary School Bursary
Caisse Desjardins Brossard

EXPERTISE

- Excellent writing and editing skills, familiarity with word processing, page design, and proficiency in using various programs such as Word, Powerpoint, and Excel. I am also well-versed in social media and online video platforms such as ZOOM, and Microsoft Teams.
- A proven track record of conducting successful one-on-one teaching sessions, designing personalized study plans, and guiding students towards completing assignments and meeting testing goals.
- I can work independently, manage multiple priorities, and meet tight deadlines while motivating others to deliver their best work. I am a team player with a commitment to delivering excellent customer service and exceptional communication skills, with an eye for design.

PUBLICATIONS

Research Paper

- *The preservation of long-term musical memory in Alzheimer's patients*
November 2020 Research Gate, 23 pages
DOI: 10.13140/RG.2.2.31241.67688

Research Paper

- *Growing Up Black: Is There Only One Way*
June 2022 Research Gate, 17 pages
DOI: 10.13140/RG.2.2.14882.09923

Research Paper

- *Building A Better Canada Through Diversity*
August 2022 Research Gate, 12 pages
DOI: 10.13140/RG.2.2.31659.31521

Capstone Paper

- *Exploring the Underlying Mechanisms Involved in the Development of Tourette Syndrome*, April 2023, Research Gate, 25 pages
DOI: 10.13140/RG.2.2.26092.23688

WORK EXPERIENCE

40% Special Education Teacher & 60% Resource Teacher

Good Shepherd School - Riverside School Board

2023-2024

- Created and maintained an effective classroom environment that was stimulating, encouraging and adaptive to various needs
- Implemented reading and writing tools for Special Education students
- Maintained individual plans for the success of students
- Established baselines for all students to track academic performance
- Brought creativity through technology
- Developed meaningful relationships with parents to better meet their child's needs
- Maintained reading programs to encourage struggling readers
- Performed academic assessments and established curriculum plans for students
- Contact: Rémi Collins - 450-676-8166

Front Desk Agent

Best Western Hotel

Jan 2023- Nov 2023

- **Reservation Management:** Handle room reservations, cancellations, and modifications, ensuring accurate data entry into the booking system and addressing any discrepancies.
- **Guest Assistance:** Provide exceptional customer service by addressing guest inquiries, resolving issues or complaints, and offering information about the hotel's amenities and local attractions.
- **Telephone and Email Communication:** Answer and route phone calls, respond to email inquiries, and relay messages between guests and hotel staff as needed.
- **Billing and Payments:** Process transactions, handle cash and credit card payments, and maintain accurate records of financial transactions.
- **Room Assignments:** Allocate rooms according to guest preferences and special requests while optimizing room availability and hotel occupancy.
- **Administrative Duties:** Complete administrative tasks such as filing, updating guest records, and preparing reports, ensuring all documentation is accurate and up-to-date.
- **Coordination with Other Departments:** Communicate with housekeeping, maintenance, and other hotel departments to ensure guest requests are promptly addressed and any issues are resolved.
- **Security and Safety:** Monitor hotel security, enforce safety protocols, and respond to emergencies or suspicious activities, ensuring the safety and well-being of guests and staff.
- **Guest Services:** Assist with special requests, such as arranging transportation, booking tours, or coordinating special occasions, to enhance the overall guest experience.
- **Contact:** Shakira Romano - Shakira.Romano@bwbrossard.ca

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PUBLICATIONS

Research Paper

- *My Organization's Learning Practice and Environment. My Organization's Learning Practice and Environment.* April 2025. Research Gate, 9 pages

DOI: [10.13140/RG.2.2.28113.85602](https://doi.org/10.13140/RG.2.2.28113.85602)

Research Paper

- Context Analysis. April 2025. Research Gate, 5 pages

DOI: [10.13140/RG.2.2.21402.96967](https://doi.org/10.13140/RG.2.2.21402.96967)

PROJECTS

Best Western Hotel 2024

- Created and Designed invitations, and the banner for the Best Western 25th Anniversary Celebration
- implemented a training program for new hires, with a reward system to keep employees motivated

Motionball Concordia 2021-2023

- Created content on social media to engage new members to participate in raising funds for the nonprofit organization

WORK EXPERIENCE

Front Desk Agent

2021-2023

Quality Inn and Suites Brossard

- **Guest Check-In and Check-Out:** Efficiently manage the check-in and check-out processes, including verifying guest information, processing payments, and issuing room keys.
- **Customer Service:** Provide exceptional service by answering guest inquiries, addressing concerns or complaints, and offering information about the hotel's amenities, services, and local attractions.
- **Communication:** Manage phone calls, emails, and in-person requests professionally.
- **Guest Services:** Assist with various guest services, such as arranging transportation, booking local tours, and coordinating special requests to enhance the overall guest experience.
- **Coordination with Hotel Staff:** Collaborate with housekeeping, maintenance, and other hotel departments to address guest requests and resolve any issues, ensuring a smooth operation and high guest satisfaction.
- **Contact:** Moira Paterson - Moira.Paterson@qualitybrossard.ca

Attendant

2019- 2023

Commission Scolaire Rive Sud

- **Classroom Support:** Assist teachers in preparing instructional materials, setting up classroom activities, and maintaining an organized and conducive learning environment.
- **Student Assistance:** Provide one-on-one or small group support to students, helping them with their assignments, answering questions, and offering additional explanations as needed.
- **Instructional Support:** Assist with the implementation of lesson plans and educational programs, including conducting small group or individual instruction under the teacher's direction.
- **Record Keeping:** Help with maintaining student records, including attendance, grades, and behavioural reports, ensuring accurate and up-to-date information.
- **Encouraging Engagement:** Motivate and engage students in learning activities, fostering a positive and enthusiastic attitude towards education.
- **Support for Special Needs:** Assist students with special needs or those requiring additional support, following individualized education plans (IEPs) and collaborating with special education staff to provide tailored assistance.
- This position was done in multiple schools, (REACH and Good Shepherd Elementary School).
- **Contact:** Remi Collins - 450-676-8166

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CERTIFICATS

- Best Western Star (2023-2024)
- The Science of Wellbeing
Yale University (2020)
- TEFL Certificate (2022)
- Social Learning & Collaboration in
School
THE LEGO FOUNDATION (2021)
- Choice University (2021)

FILMS & SERIES

- May Day - MELS (2024)
- Obsession - MELS (2024)
- Seaside - MELS (2024)
- Alerte - MELS (2023)
- Blackmore - MELS (2023)
- Haute Démolition - Casting Quarters
(2023)
- LARRY - Casting Quarters (2022)
- Just for Laughs TV Extra in Audience
(2021)
- Infusion Baroque - Casting Quarters
(2019)

WORK EXPERIENCE

Bank Teller

Scotiabank

2018-2019

- **Customer Service:** Greet customers warmly, address their banking needs, and provide information about Scotiabank's products and services. Ensure a positive and professional customer experience.
- **Transaction Processing:** Accurately and efficiently handle a range of transactions, including deposits, withdrawals, transfers, and check cashing. Ensure that all transactions are processed according to bank policies and procedures.
- **Account Management:** Assist customers with account-related inquiries, such as balance inquiries, account statements, and account maintenance.
- **Cash Handling:** Manage and reconcile cash drawers, ensuring accuracy in cash handling and balancing. Follow strict protocols for handling and safeguarding cash and sensitive information.
- **Sales and Referrals:** Identify opportunities to promote Scotiabank's products and services, including credit cards, loans, and investment options. Make referrals to appropriate banking professionals based on customer needs.
- **Compliance and Security:** Adhere to all banking regulations and internal policies, including Know Your Customer (KYC) procedures and anti-money laundering requirements. Maintain confidentiality and ensure the security of customer information.
- **Branch Support:** Assist with daily branch operations, including opening and closing procedures, and support colleagues with various tasks to ensure smooth branch functioning.
- **Continual Learning:** Stay informed about new banking products, services, and technologies. Participate in training and professional development opportunities to enhance your skills and knowledge.

Cashier Supervisor

2016-2020

Canadian Tire

- **Team Supervision:** Lead, mentor, and motivate a team of cashiers. Provide guidance, training, and support to ensure high performance and adherence to store policies and procedures.
- **Customer Service:** Ensure that all cashiers deliver outstanding customer service by addressing customer inquiries, resolving complaints, and providing assistance with transactions as needed.
- **Training and Development:** Conduct ongoing training for new and existing cashiers. Foster a positive work environment and promote professional development opportunities.
- **Cash Management:** Oversee cash handling procedures, including cash drawer reconciliation, daily cash reports, and the secure handling of cash and financial transactions.
- **Inventory Control:** Monitor the inventory levels in the cashier area and ensure that necessary supplies, such as register tape and bags, are stocked and organized.
- **Compliance and Safety:** Ensure adherence to company policies, health and safety regulations, and legal requirements. Conduct regular audits to ensure compliance and address any discrepancies.