

JULIE HEBERT

How I can help

design
editing
proofing
coordination
content flow
fact checking
customer service
team support
spreadsheets
collaboration
scheduling
training



It's ALL in the details ...

Having an **eye for the details** is my talent. Ever notice a typo on a website page or printed document? I do ... without thinking about it. Inconsistencies just seem to jump out at me. I bring this gift for details into anything I write or edit, whether it be marketing materials, blog posts, training documents, project plans, Excel reports and graphs or any other type of communications.

Defining Customer Service

Customer Service is my passion ... external and internal. Just as customers represent your company's future and deserve a high level of respect and courtesy, internal relationships are just as vital to your success.

- I have experience with key client interaction and will **build the relationships** that ensure your clients will stay, and return. Many times this close relationship will result in added, unexpected business.
- After working closely with a large number of facilitators and support teams for over 18+ years, I get that everyone just wants to **feel valued**. This respect leads to loyalty and commitment from both your full-time and contractor teams.
- I am your '**go to person**' for project details, research, and software support. I appreciate the intricacies of a project, team, and organization, and this perspective makes me your ideal change champion, team leader, process trainer and project manager.

"Julie relates well to people at all levels with the organization and externally with clients. She works hard to build rapport – relationships are very important to her."

My qualities

I have highlighted many of my key qualities above and the value they will bring to your projects. Though not listed specifically, **integrity** is certainly at the heart of all of them. I pride myself in being **discrete** as I interact with all levels of people ... clients, managers and team members, as well as other contractors. This discretion and the resultant trustworthiness allow me to become an integral part of your project team. Change is a constant. I have often been described as '**adaptable**' and '**flexible**.' This means I can shift priorities as your timelines and project scopes change ... and do it with a smile.

How to contact me:

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