

## Summary

### **Diverse skill set in; trades, business and service**

10+ years experience developing relationships with customers, executives and colleagues obtaining complex objectives, working independently and as part of a team in demanding and harsh environments requiring skill and endurance while adhering to internal policies, procedures, reporting, regulatory compliance, productivity and loss prevention requirements.

Graduate of blacksmithing programs

Professional and diplomatic while keeping a good sense of humour in the workplace.

Coachable; appreciate performance feedback to improve operations and relationships.

## Core Competencies

- General Labour • Powder Coating • Blacksmithing and Basic Forging
- Painting • Drywall • Installations and other skilled trades
- Production line work • Site clean-up & housekeeping
- Relaying Product and Service Information to Customers
- Outlook • Excel • Word • CRM Database and Sales Software • PowerPoint
- Identifying Client Needs • Customer Service & Recovery • Training & Supervising Teams
- Data entry, Batch Printing, Production Support in various roles & college program requirement

## Achievements

- Skilled in General Labour & Trades
- Promoted into roles of increasing responsibility within service industry
- Top sales performer, consecutively at GoodLife
- Achieved top in club sales over 70% of my time with Movati
- Recognised for achieving highest merchandise sales within supervisor role at Starbucks
- Awarded industry customer service and sales accolades for team work and attaining quotas
- Organised and participated in company team building and community service activities

## Personal Achievements

- Certified Blacksmith specializing in 17th century productions
- Supported developmentally and physically challenged adults in recreation setting
- Completed Spartan Trifecta Race;
- Fitness and recreational sport enthusiast in archery, javelin throw and paintball

## Professional Development

- Health & Safety certified 2011, 2016 , CPR certified 2017
- Blacksmithing, and Basic Forging Techniques- Algonquin College 2018
- Trained with Joshua Van Noy in Blacksmithing Fundamentals - Hammond 2018
- Trained on Powder Coating and Forklift Operating - Ottawa Powder Coating
- Health & Safety certified 2011, 2016 , CPR certified 2017
- Advertising & Marketing Communications Management - Centennial College 2008-2011

**General Labour & Trade Related Experience ( 8+ years) 2011 - 2019 :**

**Cable Technician, DND - Contracted** Feb 2019 - Present

Skilled labour role; Highly sensitive outdoor work in controlled military environment

- Trained to prepare coaxial cable lines, erect communication towers, and connect working cables
- Basic Training with a variety of tools

**Powder Coater, Ottawa Powder Coating - Temporary Support Work** Apr 2018 - Sep 2018

Skilled labour role; demanding skill, safety and endurance in harsh conditions

- Fully trained in powder coating techniques and skills
- Basic training; forklift operation

**Production Line Worker, EODC Engineering- Contracted** June 2014 - January 2015

Assembled armour add-ons for tanks in security clearance environment

- Ensure safe operation of power tools, and equipment
- Handle a variety of tools (grinders, high performance dremels, sand blaster, etc)
- Maintain physical and mental alertness in labour-intensive setting

**General Labourer - Contracted** Feb 2014 - Oct 2018

Contracts within various industries; mastering new skills; adapting to new environments easily.

- Exterior and interior commercial and residential painting and drywall
- Repairs, renovation clean up, deliveries, heavy lifting and painting
- Move, organize and Install office space equipment for businesses
- Residential mover

**Property Maintenance Assistant, Cartier Place Suite Hotel** Apr 2011 - Oct 2014

Trades role in fast paced environment requiring skill, endurance, teamwork and courteous service

- Perform property, equipment and device repairs, renovations and building project work
- Resolve customer complaints in a manner they expect and deserve

**Sales & Service Experience : (5+ YEARS) 2011 - Current**

**Team Lead Membership Coordinator, (Sales) Movati Athletic Kanata** Aug 2017-current

Mentored for increasing roles of responsibility within the sales department

- 70% - 80% closing ratio on walk-ins, appointments, referrals & email follow ups - club lead
- Perform large volumes of data entry and support work

**Fitness Advisor (Sales), GoodLife Fitness Kanata** Aug 2016- Aug 2017

Recruited by Goodlife for demonstrating client focused service in Starbucks' role near their location

- Top club sales performer & lead Ottawa district sales performer, 6 consecutive months
- Perform large volumes of data entry and support work

**Supervisor, Starbucks** Feb 2015 - Aug 2016

Promoted to Team Retail Sales Lead in 3 west Ottawa locations

- Manage store inventory and assign opening and closing duties
- Promote marketing campaigns, increase sales; gaining district retail competition recognition