

Layla Ferreira

laylasferreira18@gmail.com | 519 – 971 – 3749 | 8 Barton Ave Toronto, ON M5R 1G8 |

Qualifications

- Excellent teamwork and communication skills
- Managerial and problem solving skills
- Extensive knowledge of Microsoft Office; Word, Excel, Powerpoint
- Basic knowledge of Python, HTML, SQL coding

Experience

Team Lead | Anna's Garden Home & Wellness | Kingsville, ON **November 2018 – present**

- Assist customers with home goods purchases, locating items, and signing up for the rewards program
- Assist customers with plant selection and proper care
- Familiar with a POS system
- Manage a team to ensure expectations are met within a fast-paced environment
- Ensure each product meets quality standards
- Provide guidance and leadership to team members for continuous improvement
- Cleaned and stocked shelves with new inventory when products are low

Accountant Technician | Gordon Ferguson & Associates | Kingsville, ON **June 2021 – Aug 2021**

- Implemented a POS system for clients
- Scheduled weekly meetings with Square personnel
- Extensive research on multiple POS systems before a decision was made
- Enhanced Excel skills by inserting and organizing data using Excel spreadsheets

Education

Ted Rogers School of Management | Toronto Metropolitan University **September 2021 – present**

- Pursuing a major in the Business Technology Management Program

Relevant coursework:

- Fundamentals of Programming, IT Infrastructure, Systems Analysis and Design, Data and Information Management

Awards and Extracurricular

Vice President of Events | Retail Students' Association | **September 2023 - April 2024**

Toronto Metropolitan University

- Organized and planned networking events for TRSM students to attend
- Reached out to various alumni as speakers for networking and panel events
- Contacted vendors to organize catering and event spacing

Fit for Business: Top 10% Most Engaged | Toronto Metropolitan University **September 2021 – April 2022**

- Achieved recognition of being in the top 10% most engaged students in the Ted Rogers School of Management
- Participated in the BCH's Bootcamps and Fit for Business hosted events
- Received an interview with RSA as a Special Events Associate