

Teressa Dominic

650 Parliament Street, Toronto, ON

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<https://www.linkedin.com/in/teressadominic/>

Results-driven engineering professional turned marketing management student, skilled in relationship management, data analysis, and providing solutions to stakeholders. Seeking a client-facing role to utilize my skills in client service and financial services.

HIGHLIGHTS OF QUALIFICATIONS

- Skilled in addressing customer concerns with empathy and professionalism, ensuring a positive customer experience while adhering to company regulations and policies.
- Excelled in swiftly adjusting to changing industry demands and company procedures, maintaining high-performance standards in fast-paced and evolving work environments.
- Showcased empathy and patience while tutoring students from diverse backgrounds at Make A Difference. Adapted teaching methodologies to individual learning needs, fostering a supportive environment and nurturing growth.
- Acknowledged as an outstanding employee and recipient of Farm Boy's "Cheers for Peers" award for exemplary performance in single-handedly managing sales and production. Demonstrated exceptional dedication and skill in delivering high-quality results independently, showcasing strong leadership and performance.
- Played an instrumental role in enhancing production efficiency and revamping inventory control mechanisms at Farm Boy, you underscore your ability to implement strategic changes that positively impact operations.
- Certified in Microsoft Office, SQL, Power BI, and Python programming language and database management.

EXPERIENCE

Customer Service Representative/ Baker

Feb 2023-Present

Farm Boy, Toronto, ON

- Acted as a first line of support for clients at Farm Boy, ensuring their needs were met and inquiries were addressed promptly. Implemented problem-solving skills and took ownership of client issues.
- Resolved an average of 15 customer inquiries per day with a 95% first-time resolution rate, leading to a 20% increase in customer satisfaction. Facilitated seamless connections between clients and appropriate team members.
- Demonstrated exceptional time management skills while working as a baker, efficiently balancing multiple tasks within strict timelines. Successfully coordinated preparation, baking, and finishing processes to ensure timely delivery of high-quality baked goods, showcasing the ability to thrive in a fast-paced environment.
- Collaborated closely with team members to maintain a well-stocked and organized store environment, including restocking shelves, monitoring product availability, and ensuring product displays were attractive and enticing to customers.
- Played a pivotal role in optimizing production processes at Farm Boy, introducing refined methodologies that enhanced efficiency in baking and production timelines. Implemented streamlined workflows and techniques, resulting in improved output without compromising quality. The enhancements led to increased productivity, meeting demand more effectively, and contributing to overall operational success.
- Contributed to marketing research initiatives by gathering and analyzing qualitative and quantitative data, research materials, and insights, supporting the team in generating valuable insights for strategic planning and campaign optimization.

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Student Volunteer

Mar 2023-Present

George Brown College, Toronto, ON

- Utilized creativity and marketing knowledge to contribute to the development of engaging content for digital and social media channels, aligning with the college's brand guidelines and effectively reaching the target audience.
- Collaborated effectively with various teams and departments at George Brown College, supporting marketing and brand initiatives through active participation, contribution, and teamwork.

Volunteer Tutor

Jul 2022-Dec 2022

Make A Difference, Chennai, India

- Utilized strong communication skills to effectively tutor and engage with students from diverse backgrounds, adapting teaching methods to meet individual learning needs and ensuring a conducive learning environment.
- Demonstrated empathy and patience while working with students facing academic challenges, fostering a supportive and inclusive learning environment that nurtures their confidence and growth.
- Efficiently organized tutoring sessions, managing time effectively to cover relevant academic topics, deliver structured lessons, and provide valuable feedback to help students improve their academic performance.

Event Coordinator – National Symposium

Jun 2019-Aug 2019

Loyola – ICAM College of Engineering and Technology, Chennai, India

- Demonstrated effective leadership skills by successfully leading a team of eight members in organizing a diverse range of technical and non-technical events for a national symposium.
- Meticulously planned events, considering financial and time constraints, ensuring the smooth execution of the symposium while adhering to budgetary and scheduling requirements.
- Utilized excellent negotiation skills to establish favorable terms with vendors, optimizing resources and maximizing value for the symposium.
- Proactively prepared the team for possible scenarios, ensuring effective contingency planning and risk management, resulting in seamless event operations.

EDUCATION

Marketing Management – Financial Services

Jan 2023-Present

George Brown College, Toronto, ON

Relevant Courses:

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| • Marketing Research | • Marketing Management and Metrics |
| • Data Analytics and Data Mining | • Canadian Investments |
| | • Interested in pursuing CSC or IFIC Certifications. |