

Teressa Alphonsa Dominic

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Professional Experience

Farm Boy – Assistant Department Manager

Sept 2024 – Present

- Implemented enhanced inventory control and data collection systems to monitor stock levels, reduce waste, and increase product availability.
- Achieved a 20% reduction in waste by implementing consistent inventory control systems, ensuring optimal stock levels & minimizing losses.
- Collaborated with the Department Manager to analyze sales trends, forecast demand, and optimize promotional strategies.
- Delivered training aligned with company protocols, increasing operational efficiency and supporting quality assurance.

Farm Boy – Customer Service Representative

Feb 2023 – Sept 2024

- Maintained and analyzed daily production records, identifying trends in output, quality, and customer preferences.
- Boosted customer satisfaction by resolving inquiries with a high first-time resolution rate, serving as the initial point of contact for clients.
- Enhanced production efficiency by managing multiple baking tasks under strict timelines, consistently delivering high-quality baked goods.
- Increased customer engagement through personalized service, helping to build and maintain long-term client relationships.

Karassery Service Cooperative Bank – Client Services Representative

Jan 2022 – Sept 2022

- Acquired and maintained client account data, facilitating the accuracy of internal reporting and database systems.
- Identified and analyzed client usage patterns to improve digital adoption and enhance personalized service delivery.
- Supported account growth through detailed product analysis and customer-focused financial guidance.
- Helped troubleshoot system issues and performance gaps in client reporting and transaction histories.
- Collaborated on database management efforts to improve data access, reduce inconsistencies, and support audit readiness.

Education

Seneca College – Business Analytics

George Brown College – Marketing Management – Financial Services

Relevant Coursework: Data Analysis & Interpretation, Marketing Research, Data Mining, Business Intelligence & Strategy, Canadian Investments, Financial & Market Analysis

Certifications

- SQL – Data extraction, optimization, and structured database querying
- Power BI – Business intelligence reporting and interactive dashboards
- Python – Programming for automation, data cleansing, and statistical analysis

Skills

Technical & Analytical: Microsoft Office | SQL | Power BI | Python | Tableau | Predictive Modeling | Data Cleaning | Inventory Systems | Business Intelligence | Data Collection Systems | KPI Analysis | Statistical Techniques | Trend Analysis

Professional Competencies: Leadership | Collaboration | Customer Service | Business Reporting | Organizational Skills | Communication | Attention to Detail | Problem-Solving | Adaptability