Teressa Dominic

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EDUCATION

Business Analytics, Seneca College, Toronto, ON | *Jan 2024 – Aug 2024*
- Courses: Data Visualization, Data Mining, Predictive Analysis, Statistics for Analysis, SAS

Marketing Management – Financial Services, George Brown College, Toronto, ON | *Jan 2023 – Dec 2023*
- Courses: Canadian Investments, Principles of Financial Services, Marketing Research.

Electronics & Communications Engineering, (LICET) Anna University, India | *July 2017 – Sep 2021*
- Courses: Data Structures & Algorithms, Database Management Systems, Probability & Statistics, Programming

PROFESSIONAL EXPERIENCE

Assistant Department Manager - Farm Boy, Toronto, ON | *Sept 2024 – Present*
- Supported the Department Manager and led the team in overseeing daily operations, ensuring accurate record- keeping and alignment with company and compliance standards.
- Implemented new inventory control and reconciliation processes, reducing shrink by approximately 29%.
- Managed staff scheduling to optimize coverage during high-volume periods, meeting strict operational timelines.
- Conducted training sessions for new hires to ensure consistency in processes and adherence to quality and safety standards.
- Collaborated with management on sales forecasting and promotional planning (using Excel), contributing to a 10– 15% increase in bakery department sales over six months.

Customer Service Representative- Farm Boy, Toronto, ON | *Feb 2023 – Sept 2024*
- Acted as the first point of contact for clients, resolving inquiries with a 95% first-time resolution rate and boosting customer satisfaction.
- Balanced multiple production and service tasks while meeting strict daily deadlines and quality control standards.
- Collected and analyzed operational data, prepared reports to support decision-making and process improvements.

Client Services Representative – Karassery Service Cooperative Bank, India | *Jan 2022 – Sept 2022*
- Processed and verified daily transactions, including deposits, withdrawals, interest payments, and account adjustments, ensuring balanced cash and account ledgers.
- Reconciled account balances and investigated discrepancies, including trade corrections, misapplied funds, and unusual transactions.
- Prepared client statements, assisted with financial reporting, and ensured documentation was audit- ready.
- Guided clients in understanding banking products such as savings accounts, loans, credit cards, and investments.
- Liaised with clients and internal teams to resolve valuation-impacting issues in a timely and professional manner.

VOLUNTEER EXPERIENCE
Student Volunteer. George Brown College, Toronto, ON *| Mar 2023 – Dec 2023*
· Created digital and social media content aligned with brand guidelines to support marketing campaigns.
Volunteer Tutor\ Make A Difference, Chennai, India *| Jul 2022 – Dec 2022*
Delivered customized tutoring sessions for students from diverse backgrounds.
Developed lesson plans and provided constructive feedback to help students reach academic goals.

CERTIFICATIONS: Microsoft Office Specialist, SQL, Power BI, Python Programming, Tableau, pursuing CSC

PROJECTS & CONTINUOUS LEARNING: [Teressa_Projects](#)

· **Applied descriptive, predictive, and prescriptive analytics** in self-directed GitHub projects using Python, SQL, SAS, and Tableau, showcasing the ability to analyze large datasets, identify patterns, and generate business intelligence insights.

· **Demonstrated continuous learning aligned with consulting practices** by building dashboards in Power BI and Tableau, structuring findings into client-ready presentations, and translating data trends into actionable recommendations.