



TINA SUTHERLAND

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Summary

Personable **Customer Experience Manager** with experience employing exceptional relationship-building abilities to cultivate positive rapport among clients, staff and management. Highly developed communicator with outstanding skills in complex problem-solving and conflict resolution. Expertise in resource allocation and schedule management.

Skills

- Websites
- Web Design
- Customer consulting
- Marketing understanding
- Staff development
- Customer Service
- Workforce Management
- Teambuilding
- Organizational skills
- Reliable and trustworthy
- Special events planning
- Schedule management
- Business Administration
- New employee training
- Inventory supplies
- Administrative operations

Experience

Service Ontario

Customer Service Representative

11/2021 - Current

- Provides comprehensive information and processing of Driver's Licenses and Health cards to a diverse base of customers
- Delivers exceptional customer service, with highly in tuned interpersonal, and communication skills
- Demonstrates analytical and problem-solving skills to probe for information, assess situations and determine appropriate course of action
- Excellent planning and organization skills to organize and prioritize workloads
- Works flexibly and collaborates well in team driven environment to ensure that operational requirements are met
- Provides General knowledge of government services and programs
- Works proficiently with word processing, spreadsheets, email and browser based applications including; CRS, RPDB, LSC and Qmatic Cloud

Island Mix Restaurant and Lounge

General Manager of Operations

01/2005 - Current

- Collaborated with staff to maximize customer satisfaction, streamline procedures and improve bottom-line profitability.
- Maximized team performance by training new employees on proper food handling, guest expectations and restaurant protocols.
- Assessed operational performance to measure compliance with regulatory, industry and brand standards.
- Developed and implemented strategies to enhance team performance, improve processes and increase efficiency.
- Scheduled and directed staff in daily work assignments to maximize productivity.

- Counseled and disciplined staff, addressing issues promptly and providing constructive feedback.
- Efficiently resolved problems or concerns to satisfaction of all involved parties.

Tina's Touch – Established
Versatile Artist – Sole Proprietorship
 11/2007 - Current

- Design - Business cards, Flyers, Logos, Tattoos, Wedding stationary, Websites.
- Fine Artist – Acrylic paintings, Drawings, Manufacturing Woodwork and Plastics.
- Photography – Events, Portraits, Weddings, Creative Photo shoots, Maternity.
- Event Planner - Décor, Coordination, planning.
- Interfaced with clients and customers to determine special art project needs, prepared design proposals, and defined project scope.
- Drove business growth and community visibility through implementation of targeted marketing and sales strategies.

Home Depot
Paint Sales Associate
 2010 - 2012

- Assisted customers with the correct selection and purchase of Paint colors & Paint Types
- Mix Paint using a computerized paint dispenser
- Received training in all paints and stains
- Provided a high degree of customer service to drive customer satisfaction

Education and Training

Shaw Academy
Illustrator Diploma
Photoshop Diploma
Photography Diploma
Graphic Design Diploma
 2020/2021

Ontario College of Art and Design
Web Design
 2013

Digital Publishing Certificate part time student
 2011

Ontario College of Art and Design
Bachelor Degree of Fine Arts
 2007

References Available Upon Request