
Yuri Hlebanja

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CERTIFICATIONS

Certified Application Technician
Overhead Crane License
Forklift, Counterbalance License

AUG 2018 Milan, Italy
APRIL 2024 Toronto, CA
OCT 2023 Toronto, CA

WORK EXPERIENCE

Account Manager Better Marble

MAY 2023 - PRESENT

- Managed a portfolio of key accounts, fostering strong relationships and ensuring client satisfaction
- Developed and executed strategic account plans, driving revenue growth and achieving sale targets
- Acted as the primary point of contact for all fabricators from the North, addressing inquiries, resolving issues, and providing exceptional service
- Collaborated with internal teams, including sales, marketing, and customer support, to deliver tailored solutions for clients
- Safely transported marble and other delicate materials over long distances, including round trips to Windsor, ensuring secure handling, timely delivery, and preservation of material integrity throughout the journey.

Site Supervisor Apoena Construction

JUNE 2022 - MAY 2023

- Supervised daily construction activities, ensuring projects were completed on time, within budget, and according to specifications
- Coordinated and managed on-site personnel, subcontractors, and vendors, fostering a collaborative and productive work environment
- Developed and maintained project schedules, monitoring progress and addressing any delays or issues promptly
- Managed procurement of materials and equipment, ensuring timely delivery and availability for uninterrupted workflow
- Enforced safety protocols and conducted safety meetings, resulting in a zero-accident record on multiple projects
- Prepared and submitted daily reports, tracking project milestones, labor, materials and costs
- Conducted quality control inspections, ensuring all work met or exceeded industry standards and client expectations

Fabricator Diamante

AUG 2021 - JUNE 2022

- Crafted custom stone countertops, vanities, and other surfaces, ensuring precision and high-quality finishes
- Operated and maintained specialized machinery and tools, including saws, grinders, and polishers, to cut, shape, and finish stone materials
- Interpreted blueprints and technical drawings to fabricate stone products according to exact specifications
- Conducted on-site measurements and assessments to ensure accurate fabrication and seamless installation
- Applied advanced techniques in stone cutting, shaping, and polishing to achieve the desired designs

Assistant Manager Farm Boy

SEPT 2020 - JULY 2021

- Analyzed sales reports and financial data to identify trends, set goals, and develop strategies for revenue growth
- Supervised and mentored team members, providing guidance and support to enhance performance and professional development
- Managed inventory levels, ensuring adequate stock while minimizing excess and reducing waste
- Implemented and monitored operational processes, identifying areas for improvements and optimizing efficiency
- Resolved customer complaints and issues promptly, maintaining high levels of customer satisfaction and loyalty
- Coordinated and facilitated staff meetings, fostering communication and collaboration among team members

Skills

- **Languages:** English, Portuguese, Spanish, Some Italian
- **Technology:** CSS, HTML, Python, Shopify Store Development, Web Development, Studying Security+ & Network+ CompTIA
- **Driving:** Marble Transport, Professional Driving Experience
- **CSR & Sales:** Account Management, Client Relationship Management, Communication, Customer Satisfaction, Customer Service, Sales Analysis, Sales Strategy, Strategic Planning, Data Entry, Copyediting, Copy for Business and Sales, Working Remotely, Collaboration
- **Management:** Analytical Skills, Construction Supervision, Financial Analysis, Inventory Management, Leadership, Operational Efficiency, Problem Solving, Process Improvement, Procurement, Project Management, Quality Control, Retail Management, Revenue Growth, Safety Management, Staff Management, Staff Training, Team Management
- **Warehouse:** Collaboration, Forklift Operation, Inventory Control, Inventory Optimization, Overhead Crane Operation, Unloading Containers of Full-Size Marble Independently