




# Christian Nunes

North York, Ontario 

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Experienced marketing professional with a versatile skill set suited for diverse roles in today's dynamic job market. Proficient in CRM management, marketing, and web design, with a track record in executive support, calendar management, and handling confidential correspondence. Adept problem-solver with attention to detail, committed to delivering exceptional customer service and fostering positive client relationships. Ready to contribute organizational prowess, effective communication, and adaptability to drive success in any administrative capacity.

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## Experience

2023 – 2024

### Assistant Manager – Mudgeeraba Car Wash - Australia

- Supported the Manager: I assisted in daily operations and decision-making, supporting the manager in achieving organizational goals.
- Managed Customer Service: I oversaw customer service operations, addressed concerns promptly, and worked to enhance the overall customer experience.
- Handled Administrative Tasks: I managed scheduling, payroll, and inventory, ensuring smooth operations and compliance with policies.
- Resolved Problems: I identified and resolved operational issues, collaborating with the team to implement effective solutions.

2021 – 2022

### Marketing Manager – Magna – Brazil

Administrative and Operational Oversight:

- Managed executive schedules and provided administrative support as needed.
- Facilitated meetings and ensured smooth communication flow within the team.
- Handled sensitive correspondence and maintained high levels of confidentiality and precision.
- Marketing Strategy and Campaign Management:
- Led campaign development efforts, coordinating with cross-functional teams to execute marketing strategies effectively.
- Contributed to content creation, ensuring alignment with brand voice and marketing objectives.
- Utilized CRM systems to enhance client interactions and optimize customer data management for targeted marketing initiatives.

Design and Web Management:

- Provided support for web design projects, collaborating closely with designers and developers to ensure website functionality and aesthetics.
- Demonstrated versatility across multiple domains by integrating design elements into marketing collateral and digital campaigns.

#### Problem-Solving and Continuous Improvement:

- Addressed challenges in daily operations to improve efficiency and effectiveness across marketing initiatives.
- Implemented solutions to optimize processes and enhance team productivity, fostering a collaborative and innovative work environment.

2020 – 2021

#### **Administrative Assistant – Uniprag – Brazil**

##### Administrative Support:

- Managed schedules.
- Coordinated meetings.
- Handled various administrative tasks.

##### CRM Management:

- Managed the customer relationship management (CRM) system.

##### Customer Service:

- Adeptly handled customer service inquiries.
- Demonstrated versatility and commitment to ensuring client satisfaction.

##### Sales Development:

- Conducted outbound prospecting to generate leads and identify potential customers.
- Collaborated with the sales team to qualify leads and schedule meetings or product demonstrations.

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## **Skills**

- Communication Skills
- Problem Solving
- Time Management
- Customer Service
- Microsoft Office
- CRM
- Adaptability
- UX/UI Design

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## **Education**

JAN/2018 – DEC/2021

#### **Marketing Diploma – IBMR – Brazil**

2021

**Web Design Certificate – Origamid – Brazil**

AUG/2022 – FEB/2023

**Certificate III in Business – APC – Australia**

MAR/2024 – CURRENT STUDENT

**Diploma in Interactive Media Design – Seneca College - Canada**

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## Languages

- English – Fluent
- Portuguese – Native
- Spanish – Intermediate