

# CLARET EGWIM-NWAGBARA

EGWIMCLARET2002@GMAIL.COM  
905.931.1600

RESULTS-DRIVEN PROFESSIONAL WITH A STRONG BACKGROUND IN RELATIONSHIP MANAGEMENT, STRATEGIC COMMUNICATION, AND CLIENT ENGAGEMENT. EXPERIENCED IN MANAGING LARGE-SCALE EVENTS, MENTORING TEAMS, AND DELIVERING HIGH-QUALITY CUSTOMER EXPERIENCES. SKILLED AT COLLABORATING CROSS-FUNCTIONALLY TO DRIVE BUSINESS GROWTH AND FOSTER LONG-TERM PARTNERSHIPS.

EXPERIENCE	<div><div>CONFERENCE MANAGER</div><div>TOUCHPOINT SFU</div><div>01.2023 - 04.2023, 01.2023 - 04.2024</div></div> <div><ul style="list-style-type: none"><li>• LED LOGISTICS AND PROGRAM DEVELOPMENT FOR 500+ ATTENDEE DESIGN CONFERENCE, CURATING SESSIONS WITH INDUSTRY THOUGHT LEADERS, CURATING SESSIONS WITH INDUSTRY THOUGHT LEADERS.</li><li>• ESTABLISHED AND MAINTAINED RELATIONSHIPS WITH SPONSORS, PARTNERS, AND STAKEHOLDERS TO ENSURE FINANCIAL AND OPERATIONAL SUCCESS.</li><li>• FACILITATED STUDENT PLACEMENT BY ORGANIZING INTERVIEWS WITH 9 COMPANIES, RESULTING IN A 40% PLACEMENT RATE FOR STUDENT ATTENDEES.</li><li>• SPEARHEADED THE CONFERENCE’S VISUAL IDENTITY, COLLABORATING ON WEBSITE REDESIGN AND EVENT BRANDING.</li></ul></div>
	<div><div>ZARA</div><div>VANCOUVER, B.C</div><div>12.2023 - 11.2024</div></div> <div><ul style="list-style-type: none"><li>• BUILT STRONG CUSTOMER RELATIONSHIPS BY UNDER UNDERSTANDING THEIR NEEDS AND PROVIDING TAILORED SHOPPING EXPERIENCES.</li><li>• MAINTAINED KNOWLEDGE OF CURRENT FASHION TRENDS AND PRODUCT FEATURES TO ENHANCE CUSTOMER SHOPPING EXPERIENCE</li><li>• BUILT STRONG CUSTOMER RELATIONSHIP, HELPING TO DRIVE REPEAT BRAND LOYALTY</li><li>• RESOLVED CUSTOMER CONCERNS WITH PROFESSIONALISM, IMPROVING OVERALL SATISFACTION AND RETENTION RATES.</li></ul></div>
	<div><div>TEACHING ASSISTANT</div><div>SIMON FRASER UNIVERSITY</div><div>12.2023 - 11.2024</div></div> <div><ul style="list-style-type: none"><li>• GUIDED AND MENTORING 35+ STUDENTS, IMPROVING THEIR DESIGN THINKING AND COMMUNICATION SKILLS</li><li>• PROVIDED FEEDBACK ON PROJECT DEVELOPMENT, DESIGN PROJECTS ENSURING ALIGNMENT WITH BEST PRACTICES IN USER EXPERIENCE.</li><li>• DEVELOPED INTERACTIVE SESSIONS THAT IMPROVED STUDENT ENGAGEMENT AND UNDERSTANDING OF KEY CONCEPTS</li></ul></div>

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## SKILLS

## SOFT SKILLS

EVENT PLANNING & CO-ORDINATION

CONFLICT RESOLUTION

SALES & CUSTOMER SERVICE

STRATEGIC COMMUNICATION

CLIENT RELATIONSHIP MANAGEMENT

PROBLEM SOLVING

TEAM LEADERSHIP

## EDUCATION

SIMON FRASER UNIVERSITY  
2020 - 2025

BACHELOR OF ARTS IN INTERACTIVE ARTS & TECHNOLOGY  
(CONCENTRATION IN DESIGNING INTERACTIONS)