

*manager of operations & services*

# CYMANTHA DIESEL

PHONE: 587-982-9933

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9921 104 ST NW, EDMONTON, AB, T5K 2K3

## PROFORMANCE PROFILE

- Self-starter & quick learner
- Strong communicator - can lead webinars and presentations
- Creative processing skills
- Critical observation skills
- Customer Service focused
- Client relationship management
- Excellent time management - can manage multiple projects
- SharePoint and Microsoft admin - can create workflows and sites
- Proficient in discussing and selling products

## RELATED WORK EXPERIENCE

### Manager of Operations & Services

GVI MANAGEMENT SERVICES, FEBRUARY 2021 TO PRESENT

- Created and implemented new staff and consultant hire-on process
- Developed new business processes and procedures to ensure overall operational efficiency and developed new documentation for various departments
- Scheduled and coordinated meetings, kept and distributed meeting minutes
- Managed and processed accounts receivable, payroll and accounts payable
- Designed and monitored company website
- Continuously implemented new practices improving efficiency and acquiring more responsibility
- Research and established business practices using various software and business tools

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### Lead Farmhand

SANDSPRINGS RANCH, APRIL 2020 - FEBRUARY 2021

- Managed a team of 10 workers, delegating tasks and overseeing productivity
- Oversaw and completed solitary tasks that were detrimental to the success of the farm
- Operate and maintain various types of farming equipment
- Communicated regularly and effectively with upper management on the daily operations
- Organized and managed products for multiple market days

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### Office Manager

CANADIAN PLAINS ENERGY SERVICES, NOVEMBER 2018 - NOVEMEBR 2019

- Responsible for maintaining communication between multiple departments including the client during the project
- Developed and maintained records keeping processes to ensure accurate turnover for client
- Managed and conducted timesheets reconciliation to improve and ensure payment from the client
- Kept records and recorded data for the Safety, Quality and Environment departments
- Improved transmittal process, increasing responses and response time from the client

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## OTHER WORK EXPERIENCE

### Finance Manager

LEDUC HYUNDAI, MAY 2017 - NOVEMBER 2018

- Gained superior product knowledge to effectively recommend financing options and other products to customers
- Processed finance transactions including the acquiring of the financial approval
- Ensured that all administrative processes were handled timely and in compliance with company policy
- Exceed sales targets by 10-15% maintaining a high per customer average
- Manage the dealership CRM, implement processes and workflows

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### Esthetician & Office Manager

NVE INSTITUTE, DECEMBER 2016 - MAY 2017

- After client consultation, recommended skincare, services and products to clients
- Provided the highest level of customer service to clients seeking skincare and relaxation treatments
- Developed treatment plans and options based on the client's needs and concerns
- Managed scheduling, events and inventory
- Contributed to the creation of products and new services

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## EDUCATION

- Primavera P6 Fundamentals Certificate - NAIT
- High School Diploma - J.A. Williams High School (2012)
- Esthetician Diploma - European Institute of Esthetics (2016)
- Software Engineering Technician Diploma - Centennial College (enrolled for January 2022)

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## REFERENCES

AVAILABLE ON REQUEST