

Massimo Bartolucci

Saint-Laurent, QC H4L1h5
mbartolucci1@hotmail.com
+1 514 346 9756

Work Experience

FREELANCE CONTENT CREATION

Youtube, Twitch, Tiktok

5+ years experience

Affiliated on Twitch and accumulated 1000+hrs watch time on Youtube
Creating entertaining online videos surrounding my passions; videogames and enthusiast grade technology.
Process includes capture, cutting, assembly as well as audio mastering to ensure a pleasurable viewer experience and optimal audience retention rates.

SALES ASSOCIATE

PROHIBITION - Montréal, QC October

2019 to Present

Greet customers upon entry and assess their needs while maintaining a professional service attitude. Coordinated efficient restocking efforts of different displays with current merchandise and provided accurate and timely promotional information for clients.
Provided accurate and timely product information in relation to maintenance and warranty policies of devices to prospective buyers.
Taught a wide range of product knowledge and niche services to help clients achieve the results they desired with their purchases.

SALES ASSOCIATE

PROVINGO LE MARCHÉ JEAN TALON - Montréal, QC

April 2017 to September 2018

Promoted from Customer Care Representative to Sales Associated in April 2017.
Determined the customers' needs and closed sales of merchandise to satisfy their requirements.
Organized and displayed merchandise to improve sales throughput from walk-in clients.
Circulated assigned areas of sales floor to identify customer service opportunities and maintain condition of displays.

CUSTOMER CARE REPRESENTATIVE

PROVINGO LE MARCHÉ JEAN TALON - Montréal, QC

January 2013 to April 2017

Ensured customer satisfaction by transferring purchases to their vehicles as required.
Retrieved items for customers and verified current promotions within the scope of the position.
Provided a clean work environment and worked to maintain a professional appearance for the store

Education

AEC in Video Editing

Inter-Dec College - Montréal, QC

Diplome D'étude Secondaire

John F. Kenedy - Montréal, QC

Skills

Adobe Premiere (6+ years)

Adobe Photoshop (6+ years)

Adobe After Effects (4 years)

Avid media creator (3 years)

Languages

English/French Bilingual

Additional Skills

MANAGEMENT

Coordinated efforts within my Sales Associate position to ensure customer satisfaction, improve sales, and develop repeat clients by taking pride in the services that were being offered.

SALES

Ensured a professional demeanor while providing client services and sales training to other members of staff at previous employer's establishment.

LEADERSHIP

Took an active role in leading and officiating an online community of individuals to ensure success within the scope of the events being held. Performed human resource activities and settled disputes in relation to this active online community.

CONTENT CREATION

An in depth understanding of how online social media advertising such as Tiktok Instagram and Youtube operate. Ensured projects maintained high click through rate and optimal viewer retention. Built and maintained a library of thematic or otherwise appropriate sound and visual effects for use throughout various projects