November 2018 – March 2019

Toronto, ON

September 2017 – October 2018

Toronto, ON

December 2015 – May 2016

Toronto, ON

September 2014 – May 2015

* HTML5, CSS3, JavaScript/React
* MySQL, MongoDB
* PHP, Python, Ruby, Swift
* Microsoft Office Suite
* Adobe Creative Suite; experience with UI/UX
* Marketing campaign management
* Skilled, decisive multi-tasker
* Excellent problem-solving skills
* Dedicated team player; Deadline-driven
* Excellent written and verbal communicator
* Bondable

**Diploma: IT Web Programming**

Nova Scotia Community College

**Advanced Diploma: Advertising and Marketing Communications Management**

Durham College

Expected June 2021

Sydney, NS

Graduated 2014

Oshawa, ON

**Service Coordinator**

***Yorkdale Toyota***

* Worked with service advisors, technicians and shuttle drivers to ensure workflow consistency.
* Built and maintained strong relationships with clients by successfully resolving issues and responding promptly to phone inquiries.
* Solicited feedback from staff and volunteers to improve existing programs.

**Senior Operations Manager**

***Teleperformance Canada***

* Managed, trained and coordinated up to 300 agents in a support center for Sprint.
* Installed and tested all new software and implemented changes.
* Managed and improved various procedures, including requirements, gaps analysis, training and development and new program rollout.

**Sales and Marketing Coordinator**

***Quick Intelligence Inc***

* Worked with the CSO, CTO and CEO directly building marketing campaigns to promote their IT consultation service.
* Increased viewership of the company website 5% within two months of starting.
* Launched a book campaign with 100% of stock sold during the event Strategies Implemented.
* Through search engine optimization (SEO), developed marketing campaigns to improve viewership of company's website and increase sales.

**Corporate Communications Coordinator**

***Third Eye Solutions Inc***

* Marketing Coordinator; responsible for social media, search engine, digital and direct approach marketing and software testing.
* Monitored multiple databases to keep track of all company inventory.
* Controlled the release of proprietary and confidential information for client lists.

**Experience**

**Skills**

**Education**

KAITLAN **HADDAD**

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