

Roshan Annalingam

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OBJECTIVE: To obtain a work position that will enable me to use my strong management skills, organizational skills, customer practice, and educational background to make myself a positive contribution to the team.

SUMMARY OF QUALIFICATIONS

Excellent Communication Skills

- Developed during tenure with UTSG SAA and TSA, and through the contribution of promotional representative work for Fortune 500 companies

Self-motivated & Quick Learner

- Demonstrated independent work at Bell @ Toronto Eaton Centre, achieving a specified target and exceeding the team's given goal

Strong Customer Service Skills

- Interacted through direct communication resolving customer complaints, and achieving customer satisfaction
- Praised for quality of service and work from both customers and store manager at Bell @ Toronto Eaton Centre

Outstanding Time Management Skills

- Submitted assignments/projects always on the requested deadline without additional penalties
- Managed a busy lifestyle incorporating and maintaining school, work and personal life
- Learned to balance time and commitment towards important tasks with best effort

EDUCATION

2008–2013 Bachelors of **Honours Science**, University of Toronto

- Specialized in Human Biology and Physiology Majors

SUMMARY OF ACHIEVEMENTS

- Ontario Scholar, SATEC @ W.A Porter C.I, Toronto, Ontario June 2008
- Honors Student (Deans List) at University of Toronto 2009-2013
- Completed 100+ hours of direct patient healthcare experience and Summer
2011/2012
16 hours of orientation regarding healthcare, VIDA UofT
- Standard First Aid CPR/AED Level C
- Shadowing anesthetists Dr. Ludwick Fedorko and Dr. Massimiliano
Meineri of the Department of Anesthesia at the TGH, UHN Summer 2010

- *Development 2010: A Canadian Conference on Developmental Psychology* Poster Fair May 2010
- SATEC @ W.A. PORTER C.I. Cisco Network Academy CCNA 1–4 Program Certification

RELEVANT EXPERIENCE

- 2013-Present **Team Lead Bell +Samsung @ Eaton Centre**, Brand Momentum Inc
- Leading Bell Canada's flagship store to achieve corporate goals of Samsung as well as Bell and objectives with the ability to influence the actions of others
 - Demonstrate Samsungs full potential for productivity, creativity, business or leisure purposes
 - Provided ongoing technical support for new and preexisting Bell customers
 - Responsible for team scheduling, meetings, detailed weekly client reports, and sales consultant coaching
- 2013 – Present **Xbox One Game Play & Training Expert**, MOSAIC EXPERIMENTAL MARKETING
- 2013-Present **Inventa Sales & Promotions**
- Event Launch Team** – Pam Am Games
 - Support Staff** – CIBC Run for Cure, Weekend to End Women's Cancer, Dragon Boat Race
 - Game Host** – Nintendo Canada
- 2013-Present **Reef Moxie Promotional Staffing**
- Team Lead – Somersby & Carlsberg Street Team
 - Sampled products using gorilla marketing strategies
 - Oversaw interaction with LCBO and shift execution of brand ambassadors
- Brand Ambassador – Warner Brothers, Volkswagen, Blue Mountain
- Summer 2013 **Brand Ambassador**, Diamond Marketing Integrated
- MEC (Mountain Equipment Co-op), Metro Newspaper, TD Bank
- October 2013 **Xbox One RSP Training Expert**, MOSAIC EXPERIMENTAL MARKETING
- October 2013 **Nokia Lumia 1020 Expert**, MOSAIC EXPERIMENTAL MARKETING
- Official Launch Party
- Summer 2013 **TD Canada Brand Ambassador**, MOSAIC EXPERIMENTAL MARKETING
- Served as TD Expert to provide consumers with company knowledge and promote new accounts
- Spring 2013 **Kobo Canada Product Specialist**, MOSAIC EXPERIMENTAL MARKETING
- Highlighted Kobo product line and educated consumers on benefits of e-readers
- Winter 2012 **Microsoft Windows 8 Smartphone Product Specialist**, MOSAIC EXPERIMENTAL MARKETING
- Assisted in launch of new OS and facilitated the new applications of Windows 8 on non-traditional competitor hardware

- 2012 **ROGERS Customer Relations Representative**, ROGERS COMMUNICATIONS Inc.
 · Provide clientele with the appropriate service they require
- Spring 2011 **Microsoft Windows 7 & Samsung Product Specialist**, MOSAIC EXPERIMENTAL MARKETING
 · Shared insight on Windows 7 and its exquisite features
 · Displayed and educated consumers about Samsung laptops
- 2009–Present **ROGERS Promotional Representative**, MOSAIC EXPERIMENTAL MARKETING
 · Engaged and marketed to potential customers about Rogers Cable Products
 · Promoted all cable services to customers and potential new clients
 · Enhanced Rogers Cable Products SPS (sales per hour) rate
- Winter 2010 **Microsoft XBOX Product Specialist**, MOSAIC EXPERIMENTAL MARKETING
 · Drove sales and provided feedback on consumer experiences
 · Created memorable brand experience through product demos
 · Engaged consumers to generate awareness and excitement around an amazing new product
- 2009–2010 **Research Assistant**, University of Toronto, Department of Human Development and Applied Psychology, Dr. Michelle Ferrari (OISE)
 · Assist in the investigation of analyzing connections on an International Cross-Cultural Study of Wisdom
 · Interview research subject's for data analysis
- Summer 2010 **Research Assistant**, Acute Pain Research Unit, Toronto General Hospital, University Health Network
 · Recruited patients for voluntary Chronic Pain Study
 · Redesigned, updated and inputted patient data into SPSS databases
- 2009–2013 **Volunteer**, Multi-Organ Transplant Program, Ambulatory Transplant Clinic, Toronto General Hospital, University Health Network
 · Prepped pre/post-op patients for appointments
 · Analyzed patient data in OTTR™ (Organ Transplant Tracking Record)
- 2009–2012 **Volunteer**, Child Life Clinic, The Hospital for Sick Children, Department of Volunteer Resources
 · Interact with patients with various children's activities during hospital stay
 · Supervise and take care of children in playroom

OTHER EXPERIENCES

- 2006–Present **Volunteer**, Scarborough Centre Ward 37, City Councillor Michael Thompson
- 2005–Present **Volunteer**, Toronto Merupuram Sri Bathrakali Amman Temple, Scarborough
- Summer 2009/2010 **Volunteer**, Habitat for Humanity Toronto
- Summer 2009/2010 **Concessions Attendant**, ROGERS CUP, Quantum Management Services
- Summer 2009 **Concessions Attendant**, BMO FIELD, Maple Leaf Sports and Entertainment

Summer 2008 **Cleaning Services Attendant**, Canadian National Exhibition, Exhibition Place

EXTRACURRICULAR ACTIVITIES

- Ex-President, University of Toronto, St. George Campus South Asian Alliance (SAA)
- Ex-Events Social Coordinator, University of Toronto, St. George Campus Tamil Student's Association
- Dance Team Member, University of Toronto, St. George Campus Tamil Student's Association
- Volunteer Trip Leader, Volunteers for Intercultural and Definitive Adventures (VIDA) UofT Blue Team
- Men's' Alumni Intramural Soccer, University of Toronto, St. George Campus
- Men's' Flag Football, Toronto TFL
- Intern, AR Media Photography & Videography