

Taylor Maine

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WORK EXPERIENCE

Roche Bobois

Sept 2021 - Present

Luxury Art & Furniture Specialist

Calgary, AB

- Complete product delivery in a timely manner and perform white-glove, in-home installation of luxury furniture and art.
- Provide high level of customer service for clients – handling questions and complaints, ensuring customers receive a positive, memorable experience.
- Assist in storefront merchandising by following and executing a planogram.

Field Safe Solutions

Oct 2022 – May 2023

Inside Sales & Digital Marketing Specialist

Calgary, AB

- Organize and execute client meetings and software demonstrations to gather requirements, while managing client expectations and consistently meeting timelines.
- Analyze current client usage to document gap opportunities and convert upsell opportunities.
- Successfully plan, create and deploy e-mail campaigns using MailChimp and Canva to communicate with current clients as well as unearth new leads through data driven metrics.

Hippo CMMS

Jan 2018 – Aug 2021

Senior Account Executive

Winnipeg, MB

- Schedule and host software demonstrations as well as cost negotiation meetings with company executives & team managers via Zoom & GoToMeeting.
- Onboard new clients and act as point of contact for customers during software implementation, while optimizing their value and adoption of the platform.
- Won Top Producer Award in 2018 & 2019 measured in ARR.

Apple Inc.

Jan 2014 – Jan 2018

Technical Specialist

Winnipeg, MB

- Repair client relationships through active listening and technical support on Mac and iOS products.
- Maintain an excellent Net Promoter Score with consistently positive customer feedback.

EDUCATION

Lighthouse Labs

Graduating Jan 2024

Web Development Diploma

Calgary, AB

Southern Alberta Institute of Technology

Graduated Sept 2022

Emergency Medical Responder Certificate

Calgary, AB

CERTIFICATIONS, SKILLS & INTERESTS

▪ Certifications:

- Google Digital Marketing & E-Commerce Professional Certification
- Royal College of Alberta Cyber Security Certification
- Winning By Design Mastership in Sales Certification

▪ Skills:

- Full Stack Software Development (HTML, CSS, Javascript, Node.js, SQL, React JS and Ruby on Rails)

▪ Interests:

- Hiking exotic locations
- Reading science fiction
- Creating different types of broth/stock

References available upon request