

Rathushan Thanusan

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EDUCATION

York University

Bachelor of Financial and Business Economics

- **Relevant Coursework:** [Economics / Accounting / Finance classes]

Toronto, Ontario

Expected - April 2026

WORK & LEADERSHIP EXPERIENCE

ZhanasBoutique

Administrative Assistant/Sales Rep (Part-time)

Brampton, Ontario

August 2023 - August 2024

- Customer Service
Delivered excellent in-store and phone assistance by addressing customer inquiries and providing tailored product recommendations, resulting in increased customer loyalty and positive feedback.
- Social Media Management
Developed and scheduled engaging posts, actively responded to comments, and built rapport with the online community, which boosted follower engagement by 30%.
- Inventory Management
Registered incoming inventory and implemented a streamlined tracking system in Excel, improving accuracy and reducing stock discrepancies.
- Data Management & Email Campaigns
Maintained sales records using Excel, providing actionable insights for the management team.
Drafted and sent targeted customer emails, leading to a 15% increase in responses and conversions.

Maple Acura

Wash/Lot Attendant (Part-time)

Vaughan, Ontario

June 2024 - August 2024

- Vehicle Cleaning
Cleaned and detailed vehicles, both interior and exterior, ensuring they were showroom-ready and improving overall presentation quality.
- Lot Organization
Organized vehicles on the lot for efficient access and appealing displays, reducing retrieval times and improving customer navigation.
- Customer Service
Provided detailed vehicle information, answered customer inquiries, and guided them through the lot, resulting in an increase in customer satisfaction ratings.
- Transporting Vehicles
Efficiently moved vehicles across the lot or to service locations, including fueling and servicing, reducing vehicle downtime.
- Supporting Sales Staff
Prepared vehicles for test drives and delivery, enabling the sales team to operate seamlessly and contributing to an increase in sales efficiency.

PS Renovations

Administrative Assistant (Full-time)

Brampton, Ontario

April 2021 - June 2023

- Customer Service
Assisted customers on the phone, addressing inquiries and providing detailed product information, resulting in a 25% improvement in customer satisfaction ratings.
- Inventory Management
Monitored and maintained construction material inventories, ensuring items were readily available for projects, reducing delays by 20% and improving project timelines.
- Document Management
Organized and maintained contracts, project plans, and invoices, improving document retrieval time by 30% and enhancing team productivity.
- Cash Handling
Accurately counted and confirmed large cash amounts from transactions, achieving a 100% error-free balancing record at the end of each day.
- Data Management
Entered and maintained sales data in Excel, enhancing reporting accuracy by 25% and enabling data-driven decision-making.
- Email Communication
Drafted and sent professional emails to customers, increasing engagement and response rates by 15%.

SKILLS, ACTIVITIES & INTERESTS

Languages: Fluent in English/Tamil

Technical Skills: Phone Etiquette, Organization Skills, Excel Proficiency, Financial Accounting, Account Reconciliation

Certifications & Training: OMVIC-Automotive Certification Course

Interests: Working on Cars, Building Computers, Gym, Cooking