

Education

Meta - Front-End Developer Professional Certificate (UI/UX included) 2023

University of Ottawa - International Management 2018 – 2020

QC Events School - Wedding & Event Planner Certificate 2020

Humber College - Real Estate Salesperson Program 2020 – 2021

TICO - Travel Counsellor Certificate 2020

Key Skills

- Problem solving
- UI/UX Design
- Collaborating
- Sales
- Travel Research
- Critical thinking
- Event planning
- Detail oriented
- Research
- Monitoring feedback
- Conflict management
- Conflict resolution
- Social media
- Community outreach
- Customer service
- Communication
- Online Communication
- Public Speaking

Technical Skills

- Proficient in CSS
- Proficient in HTML
- Proficient in JavaScript
- Proficient in React
- Proficient in Tailwind CSS
- Proficient in Next JS
- Proficient in Figma
- Proficient in GitHub
- Proficient in CRM's
- Proficient in MS office
- Proficient in DocuSign
- Proficient in Instagram
- Proficient in TikTok
- Proficient in Facebook
- Proficient in Twitter
- Proficient in Google

Personal Skills

- Time management
- Proactive
- Approachable

Languages

- English (Native)
- French (Fluent)
- Arabic (Intermediate - Speaking Only)

VERONECA ABOU FAISSAL

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Profile

A highly personable, creative, and innovative thinker who craves a challenge. Invaluable knowledge in css, html, javascript, react, sales, problem solving, traveling, and communication. Excelling within challenging, fast-paced atmospheres while collaborating with staff and ensuring accurate and efficient completion of necessary tasks.

Real Estate Agent

2021 - 2023

- Created marketing material and templates for listing presentations, buyer representation presentations, home buyers guides, flyers and business cards.
- Maintained a CRM.
- Organized all documents for each client.
- Hosted open house events at active listings.
- Assisted clients in purchasing, selling and renting homes.
- Created a comparative market analysis for each listing and potential transaction, spoke to listing agents and researched additional information from different online resources.
- Filled out and facilitated signatures for real estate agreements & disclosures through electronic signatures (DocuSign).
- Showed properties to clients while sharing information including features and upgrades specific to each home.
- Created automatic emails of new listings for clients based on their criteria.
- Responded to emails and phone calls.
- Maintained social media presence and advertising on platforms such as Instagram, Facebook and Tik Tok.
- Corresponded with other professionals such as inspectors, lawyers, photographers, stagers and mortgage brokers.

Homes sales Assistant

2020 - 2021

Richcraft Homes

- Assisted buyers with finding the right floorpan, structural upgrades and lots for their new home.
- Performed day-to day administrative tasks including but not limited to: Responding to emails, making phone calls, Sorting files, inputing information into the database, opening & closing model homes and printing marketing material.
- Toured the model homes with potential buyers while sharing information of all features and upgrades specific to each home.
- Answered all questions visitors may have had.
- Assisted the Sales Representatives.

Waitress

2018 - 2020

Lonestar Bar & Grill, Joey Rideau, The Jackson(Ottawa Art Gallery)

- Recorded orders from customers in the restaurants system.
- Served food and beverages to customers.
- Memorized menu items, promotions and table numbers.
- Performed maintenance duties to ensure the restaurant was stocked and clean.
- Conducted customer service while exercising patience and the ability to remain calm in stressful situations.

Receptionist

2018

Distinctive Bathrooms & Kitchens

- Served customers by processing payments.
- Created a job file for all customers and closed them when payed.
- Created work orders.
- Answered phone calls and emails.
- Operated a complex computer system to complete administrative tasks.

Play Room Monitor Volunteer

2016 - 2017

CHEO Children's Hospital

- Took care of children for short periods of time.
- Cuddled and fed babies that were patients in the hospital.