



# Carlos Villacorta

STUDENT

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## WORK EXPERIENCE

### HOST

#### Alder at Ace Hotel Toronto

May 2022 - CURRENT

- Partake in greeting, interacting and walking guests with a high morale and positive attitude
- Assist the front of house team with table resetting and cleanliness
- Manage and process reservations through booking apps and phone calls with a high degree of professionalism
- Respond to guest emails in regards to concerns, questions, reservations and event inquiries

### CONCIERGE ADVISOR

#### Aritzia Canada

Dec 2022 to Feb 2023 (SEASONAL)

- Worked collaboratively with store teams to ensure seamless customer experiences for Aritzia's clients.
- Monitored sales performance and assisted with sales targets of stores, including the concierge program
- Conducted market research on customer trends and preferences, and shared insights with store teams and cross-functional teams.
- Assisted with inventory management and allocation strategies to ensure appropriate product availability across stores.
- Collaborated with other teams such as marketing and visual merchandising to develop cohesive brand strategies and ensure brand consistency across all touchpoints.

### SALES ASSOCIATE

#### Drake Hotel Gift Shop

Jun 2019 to Jan 2020 (SEASONAL)

- Processed guest transactions and online orders
- Assisted customers to complete purchases and locate items
- Informed customers to join reward programs to promote loyalty, satisfaction and consistent sales numbers
- Proactively acknowledged, greeted and assisted customers

## BIO

As an ambitious, creative, and motivated design student, I am passionate about exploring new ideas and pushing boundaries. I am driven to create innovative designs that challenge the status quo and inspire others. With a keen eye for detail and a strong sense of aesthetics, I am committed to delivering exceptional results that exceed expectations. My enthusiasm for design, coupled with my eagerness to learn and grow, make me a valuable addition to any team.

## PROFICIENCY

After Effects

Cinema 4d

Adobe XD

Photoshop

Illustrator

Figma

## EDUCATION HISTORY

### Ontario Secondary School Diploma

Francis Libermann High School | 2018

- Ontario Scholar
- French Certificate
- Honours List

### Bachelor of Digital Experience in Design

George Brown College | CURRENT