



PROFILE

Excellent customer service skills; ability to articulate, co-operate and serve customers with enthusiasm and skills; the capacity to put together policies and procedures and to bring a high degree of competency and experience to business processes.

RELATED SKILLS

- Multilingual – English & Portuguese (Additional: 4 Indian)*
- Excel: Spreadsheets, Word, PowerPoint, Primavera Accounting Package*
- Trained by Crestcom Solutions (training staff members to provide better service)*
- Detail oriented with a strong problem-solving ability*

2004-2007 STARBUCKS COFFEE

District Manager

- Managed 25 Starbucks locations and the consistency in layout and work processes*
- Trained existing and new managers on policies and procedures*
- Met all managers once a week for a surprise in-store inspection*
- Over-looked stock purchases, daily sales figures and submitted data to head office*
- Reconciled sales reports and banking regularly*
- Organized competitions to motivate both individual stores and all stores in the district*

2002– 2004 SKY NET

President and

Franchise Owner

- Trained employees on the proper methods of handling packages including*
 - Hazard assessment*
 - Correct containment, storage and disposal of hazardous materials*

- Oversaw hazardous materials manifests and scheduled pick-ups*
- Conducted daily audits of temporary packages*
- Brought in an average of \$60,000 in sales monthly*

1996-2002 Delta Trading Ltd

Operations and Financial Planning Team

Leader

- New account development target - \$1,200,000 annually*
- Research and Development for Potential Accounts Nation Wide*
- Evaluate Existing Accounts for Profitability*
- Maintaining the Supply and Demand of Two Dozen Items*
- Wholesale to 70 plus retail outlets – responsible for Orders and Collections*
- Generate Profit/ Loss Reports for Sr. Management*
- Established Organizational Workflow*

1995 (6 months) Sick Children's

Operations and Financial Planning Team

Leader

- Assessing mental and physical improvement of 3 children at any given time*
- Planning activities for their individual growth*

EDUCATION (CANADA)

- June 1989 High School - Marc Garneau Public School*
- June 1995 Seneca College/York University*

- Graduated with Honors in Early Childhood Education and Child Psychology.

References available upon request