WORK EXPERIENCE

Customer Service Consultant

May 2019 - Present

Ottown, ON

- Connect and build rapport with a variety of customers by actively listening to customers, asking the right questions, and offering solutions (products and services) which cater to customer needs
- Drive the sale of products and services by consistently meeting/exceeding individual sales
- Complete accurate transactions and record-keeping in a timely manner
- Be at ease working in a structured and goal-oriented environment (sales, call duration, quality, customer retention)
- Cross-trained in wireless, digital home service. home service, and smart home monitoring

Department Lead

Ian. 2018 - May 2019

Ottowa, QN

- Presenting customers with a variety of products and services to meet their needs to host their event
- Interacting with customers and positively promoting company weekly deals
- Coordinating the inventory list, packaging, and transferring of products between multiple departments and stores, and overall organization in the shop
- Promoting and selling event order packages to clients and processing payments.

Pharmacy Assistant

Sept 2014 - Nov. 2017

Ottowa, ON

- Filing and performing accuracy checks on prescriptions on Kroll computer software
- Demonstrated empathy and patience to support the customer in a tactful and effective manner
- Ordering, stocking, cashier duties as assigned by OTC and/or Pharmacy manager
- Calling patients, medical practitioners, and insurances to problem solve and quickly and safely dispense meds

EDUCATION

University Bachelor of Science

June 2019 Ottowa ON

- Concentration in Biology
- Attendance and interests in healthcare conferences and symposiums

SKILLS & CERTIFICATIONS

- Certifications: Smart Serve, WHIMIS, Food Safety, CPR C + AED
- Skills: Strategic planning, fast learner, efficient, customer interaction, adaptability, team player

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VM Jensen

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Social Media Strategy Keith A. Quesenberry, 2024-02-12 The fourth edition of Social Media Strategy is an essential step by step blueprint for innovating change supporting traditional marketing advertising and PR efforts and leveraging consumer influence in the digital world With a completely integrated marketing advertising and public relations framework Keith Quesenberry s up to date textbook goes beyond tips and tricks to systematically explore the unique qualities challenges and opportunities of social media Students learn core principles and proven processes to build unique social media plans that integrate paid earned shared and owned media based on business objectives target audiences big ideas and social media categories This classroom and industry proven text has been updated with a new infographics and concise reading sections with frequent tables checklists and templates New and updated case studies in each chapter engage students in contemporary examples from small businesses large corporations and non profit organizations Focusing on cross disciplinary strategic planning content creation and reporting this accessible and highly practical text is an essential guide for students and professionals alike Features Each chapter includes a preview chapter objectives case studies pull quotes video links bulleted lists infographics tables and templates Chapters end with a chapter checklist key terms and definitions and Experiential Learning sections with questions exercises and Discover and Explore activities Keywords are bolded and defined in the text at the end of each chapter and in a comprehensive glossary Template worksheets for key strategy components with business context examples New to the Fourth Edition Fully redesigned robust graphics engage students visually New figures include average online advertising costs uses of AI in social media and the latest generative AI integrations by company and platform Fact sheets for each social media platform provide essential data for easy reference Data includes daily and monthly user activity main user demographics advertising CPC and CPM and content insights Recurring College Cupcakes business example allows students to follow a strategic process in context Appendix with a list of practical resources to keep students current in the world of social media recommended professional certifications personal branding and a section on the negative effects of social media on mental health and society Instructor Support Materials https textbooks rowman com quesenberry4e Test banksTemplate worksheetsCase BriefsSample syllabiPowerPoint slidesStudent FlashcardsFind additional templates and social media strategy updates on the author's blog https www postcontrolmarketing Social Media Marketing For Dummies Shiv Singh, Stephanie Diamond, 2020-01-22 Make friends and sell things to com people through social media Social media technology is restlessly inventive providing thousands of awesome ways for you to market your business inexpensively and on a large scale often directly into the pockets of consumers But in the proliferating ever changing world of tweets influencers handles and alerts it can be hard to know where to begin and then to evaluate what s actually working for you In the new edition of Social Media Marketing for Dummies leading SMM voices Shiv Singh and Stephanie Diamond clear away the confusion and show you the smartest most effective ways to plan launch manage and

assess your campaigns and then iterate and optimize for increased success Incorporating the latest trends and presented in a friendly easily digestible step by step style you ll find the ultimate blueprint for developing your best SMM strategy In no time you ll find out how to line up with Facebook Twitter Tumblr and Google develop a unique and compelling voice and influence your key audience all the way to the bank Choose the best SMM combination for you Avoid common mistakes and pitfalls Track your customers from awareness to retention Try out the latest stuff that really works Whether your organization is large or small it simply doesn t pay to be shy Find your voice get social and chat your way to attracting and Digital Marketing Annmarie Hanlon, 2025-03-15 Your complete and accessible guide to all keeping new customers today aspects of digital marketing from tools and channels to strategy planning and marketing management This fully updated third edition explores the application of AI in marketing how digital disruption leads to transformation and the Metaverse and its different realities It also highlights the UN Sustainable Development Goals in each chapter and how these apply to marketing With an excellent blend of theory research practice and application key features include New case studies from a range of global organizations from 20 countries including Back Market Spotify and Nykaa A new running case study throughout the book which looks at Uber Ethical Insights which highlight responsible marketing and support PRME Professional Skills which address employability Discover More and Digital Tools text boxes Activities exercises and Smartphone Sixty Seconds icebreakers which help students apply their understanding of each chapter Essential reading for all students and practitioners of digital marketing B2B Digital Marketing Strategy Simon Hall,2020-08-13 Harness the most up to date techniques frameworks and skills for effective B2B digital marketing with this essential handbook as recommended by the Chartered Institute of Marketing CIM B2B Digital Marketing Strategy is a decisive guide to the most recent developments in the field It gives readers an overview of the latest frameworks and models and shows how these can be used to overcome the everyday challenges associated with account targeting data utilization and digital campaign management Intensely practical B2B Digital Marketing Strategy helps readers get to grips with some of the more advanced and complex elements of B2B marketing It expertly explains how to incorporate the latest digital methodologies into critical processes such as lead generation customer retention and customer experience personalization Packed with global case studies and examples this book is an invaluable resource for any professional operating in the B2B space Marketina Strategy Jenna Tiffany, 2025-10-03 WINNER The BookFest Spring Book Awards 2022 Marketing category first edition WINNER Business Book Awards 2022 Sales Marketing category first edition How can senior marketing leaders develop and implement a proven strategy to deliver measurable results Marketing Strategy offers a clear authoritative framework designed for senior professionals seeking to lead with confidence in a rapidly evolving marketing landscape In this new edition Jenna Tiffany incorporates the latest insights on Generative AI and features expert perspectives from global brands like Disney It provides proven strategic models and tools for informed decision making helping leaders navigate governance

financial impact and industry trends to deliver sustained business growth You ll learn how to Master key models to analyze the marketing environment strategically Implement adaptable frameworks across industries with step by step guidance Leverage real world examples and expert interviews for actionable insights Measure and optimize marketing success using data led decision making New to this edition Generative AI new real world examples and perspectives online resources PowerPoint slides Developed for senior marketing executives this guide equips you to lead strategy development that aligns with organizational goals and delivers clear ROI Themes include Strategic models Leadership Data led decision making Financial impact Industry trends Computational Science and Computational Intelligence Hamid R. Arabnia, Leonidas Deligiannidis, Farzan Shenavarmasouleh, Soheyla Amirian, Farid Ghareh Mohammadi, 2025-09-12 This CCIS book constitutes selected papers accepted in the Research Track on Computational Science and the Research Track on Computational Intelligence held as part of the 11th International Conference on Computational Science and Computational Intelligence CSCI 2024 which took place in Las Vegas NV USA during December 11 13 2024 The 24 full papers included in this book were carefully reviewed and selected from a total of 78 submissions The Research Track on Computational Science CSCI RTSC received 78 submissions of which 17 papers were accepted 16 of these are included in this volume For the Research Track on Computational Intelligence CSCI RTCI 10 papers were accepted from 59 submissions The contributions were organized in topical sections on Computational Science Frameworks Applications and Algorithms Computational Science Mathematics Simulation Performance Studies Optimization and Programming and Computational Intelligence Optimization Applications and Algorithms Strategic Market Management David A. Aaker, Christine Moorman, 2023-10-13 Learn to identify select implement and adapt market driven business strategies for profitable growth in competitive markets In Strategic Market Management David Aaker and Christine Moorman deliver an incisive practical and up to date guide for identifying selecting implementing and adapting market driven business strategies in increasingly complex dynamic and crowded markets The authors provide the concepts frameworks tools and best practice case studies required to develop capabilities in key strategic marketing tasks achieve high quality decision making and drive long term profitable growth Extensively revised and updated the twelfth edition of Strategic Market Management offers newly written chapters focused on growth and branding that reflect cutting edge frameworks based on the most recent research and the authors experiences with leading companies New real world examples and stronger frameworks including cutting edge approaches for environmental analysis offering market selection and target market selection New digital marketing strategy topics including the metaverse algorithmic bias augmented reality influencers and gamification are integrated throughout the book Strategic Market Management Twelfth Edition is an excellent textbook for courses at all levels that seek a strategic view of marketing such as Strategic Market Management Strategic Market Planning Strategic Marketing Marketing Strategy Strategic Planning Business Policy and Entrepreneurship It is also a valuable reference and guide for MBA and EMBA students

managers planning specialists and executives wanting to improve their marketing strategy development and planning processes or looking for a timely overview of recent issues frameworks and tools Managing and Using Information Systems Keri E. Pearlson, Carol S. Saunders, Dennis F. Galletta, 2016-01-11 Managing and Using Information Systems A Strategic Approach Sixth Edition conveys the insights and knowledge MBA students need to become knowledgeable and active participants in information systems decisions This text is written to help managers begin to form and point of view of how information systems will help hinder and create opportunities for their organizations It is intended to provide a solid foundation of basic concepts relevant to using and managing information Joint Committee Meeting of Senate Higher Education Committee [and] Senate Legislative Oversight Committee New Jersey. Legislature. Senate. Higher Education Committee, New Jersey. Legislature. Senate. Legislative Oversight Committee, 2016 Α New English Dictionary on Historical Principles James Augustus Henry Murray, Henry Bradley, Sir William Alexander Craigie.Charles Talbut Onions.1928 CompTIA A+ Certification All-in-One Exam Guide, Ninth Edition (Exams 220-901 & 220-902) Mike Meyers, 2016-01-07 This bestselling on the job reference and test preparation guide has been fully revised for the new 2015 CompTIA exam objectives for exams 901 configuring operating systems including Windows 8 Android and iOS and enhanced mobile centered security and troubleshooting procedures The All in One Exam Guide enables you to take the test with complete confidence It also serves as a practical reference for IT support and technical personnel Bonus electronic content includes Practice exams with hundreds of accurate questions More than an hour of video training featuring Mike Meyers Performance based simulations that prepare you for the performance based questions on the exam A collection of Mike's favorite free PC tools Key Features include Written with the in the trenches voice and clarity Mike Meyers is known for Features pre assessment tests exam tips and Try This sections to reinforce difficult topics Includes a coupon for 10% off of the exam fee a 37 value The Hastings Law Journal ,2012 Hastings Journal ,2013 Bank Marketing ,1995-07 Florida Law Review .2017-05 Hastings Communications and Entertainment Law Journal (Comm/Ent) ,2016 Pitching and Closing: Everything You Need to Know About Business Development, Partnerships, and Making Deals that Matter Alexander Taub, Ellen DaSilva, 2014-08-29 EVERYTHING YOU NEED TO BUILD REVENUE GENERATING PARTNERSHIPS Corporations have profited from strong business development strategies for years So it s no surprise that of the half million new businesses created each year the most successful ones are driven by business development Now savvy professionals on the business side of a startup have a reliable guide to perfecting the partnership strategies that will quickly add value to any company Pitching Closing gives you concrete action steps for mastering the specific skill set today s business development professionals need to define their roles and meet revenue expectations Written in practical terms by playmakers at Twitter and SocialRank this A to Z guide walks you through forging relationships pitching a company s product building a network sourcing deals making rejection positive and staying cool

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