

Sara Levesque

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PROFESSIONAL PROFILE

A recent Bachelor of Business Administrative Project Management Graduate with two years of customer service experience. Looking to utilize my strong leadership, interpersonal, and organizational skills, expand my knowledge, and gain experience while securing a professional position that will provide me with challenges and opportunities for advancement.

SKILLS & COMPETENCIES

- Proficient in Microsoft Word, Excel, PowerPoint, QuickBooks, Adobe Photoshop, Corel draw, Data Visualization, and Illustrator.
- Excellent written and verbal communication skills with the ability to building strong customer relationships within a diverse community.
- Strong team player with substantial leadership skills; Exceptional attention to detail and organized.
- Active listener and Quick learner, strong work ethic, trustworthy, adaptable, and calm.
- Able to use an analytical approach to solve conflict while maintaining professionalism.
- Ability to work effectively in a fast-paced business environment to achieve strict deadlines and goals.

FORMAL EDUCATION

Bachelor of Business Administration in Project Management

2020-PRESENT

Yorkville University, Toronto, ON

GPA of 3.9 Maintained throughout each semester

Major Courses – Qualitive Research Methods for Social Science, Financial & Managerial Accounting, Organization Behavioral Management, Marketing Strategies, Advanced Project Management, Management of Technology & Innovation, and Project Execution

WORK EXPERIENCE

Customer Service Representative | Wellwise by Shopper's

2020- PRESENT

Toronto, ON

- Manage multiple customers by prioritizing and organizing tasks while working under strict deadlines.
- Assist customers on boarding by providing knowledge about each product and resolving complex business issues as they arise.
- Monitor all inventory levels and orders new products when necessary while staying within the budget of \$4,000 per week.
- Liaised with internal and external stakeholders to brainstorm ideas on how to increase business profitability.

- Executed market research and analyzed data and analysis of result by collecting information including gathering client feedback survey on sales and reducing the risk opportunity by 40%.
- Actively participate in company events tailored to Women's Mental Health.

Sales Representative | Banana Republic

2020- 2020

Toronto, ON

- Provided customer support regarding products, services, and resolved issues while managing 700+ units of inventory.
- Increased store sales by 30% and was awarded as top employee for 2 consecutive Months.
- Managed all customer inquires and issues through email, phone, and in person while maintaining professionalism.
- Balanced the cash register and generated reports for credit and debit sales.
- Accepted customer payments through debit, credit, and cash ensuring all prices and quantities are accurate.

ACHIEVEMENTS & EXTRA CURRICULAR

Run For Women's Mental Health | Wellwise by Shopper's

2021-PRESENT

Toronto, ON

- Participated in Virtual Women's Mental health and helped to raise money for Run for the organization.
- Developed awareness through presentations and created great relationships amongst the community.

Toronto Blaster Badminton Team | Yorkville University

2020-2021

Toronto, ON

- Core Player team player who provided on-going training and support while successfully winning the 2020-2021 tournament.
- Improved leadership abilities ; was named "*Team Captain*" for two consecutive years.

References Available Upon Request