

## JULIA SANTOS

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### EDUCATION

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#### Human Resources Management (Bachelor of Commerce)

Expected Graduation 20XX

Humber College, Toronto, ON

- Key courses: Training and Development, Performance Management, HR Metrics and Analytics

### CORE COMPETENCIES

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#### TRAINING AND LEADERSHIP

**Team Lead**, *THE BODY SHOP*, Toronto, ON

Month 20XX – Month 20XX

- Trained 15 new seasonal staff in new product information and selling strategies to optimize customer interactions with increased store traffic during holiday seasons
- Measured individual sales performances for each customer consultant against store KPIs and delivered evaluation in order to exceed monthly store goals by 7%
- Motivated team during mystery shopper events by encouraging a proactive environment and incentivizing improved sales performance

**Peer Mentor**, *First Year Experience | Humber College*, Toronto, ON

Month 20XX – Month 20XX

- Led a group of 20 first-year students in navigating their transition into college by informing them of available resources and accessible services

#### COMMUNICATION AND RELATIONSHIP MANAGEMENT

**Customer Service Representative**, *TD Canada Trust*, Toronto, ON

Month 20XX – Month 20XX

- Supported over 100 clients in personal and commercial banking with financial requests
- Provided exceptional customer service by identifying unique needs and tailoring solutions with accurate product matching in order to maintain client retention of 95% over 3 years
- Communicated with clients in-person and over telephone to manage financial accounts and offer recommended products based on transactional history to build positive client rapport

#### CONFLICT MANAGEMENT

**Sales Representative**, *Rogers Communications*, Toronto, ON

Month 20XX – Month 20XX

- Managed all customer inquiries by transferring concerns to appropriate department
- De-escalated conflict using excellent interpersonal skills in fostering an environment for customers to express their concerns and suggest appropriate offers to compensate for any errors

#### TECHNICAL SKILLS

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- Microsoft Office (MS Word, Excel, Outlook, PowerPoint)
- HRMS/HRIS (Oracle Taleo)

## PROFESSIONAL PROFILE

Investigative and organized professional with over 10 years of experience in consulting. Extensive academic history that includes a B.A. in English and an MBA. Equipped with thorough knowledge of legal processes and procedures having prepared legal documents.

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## EDUCATION

- Bachelor of Paralegal Studies** | *Humber College* September 2020 – present
- Key courses: Alternative Dispute Resolution, Contract Law, and Legal Research and Writing
- Master of Business Administration (MBA)** | *Schulich School of Business, York University* 20XX
- Specializing in Business Consulting; graduated with 3.6 CGPA
- Bachelor of Arts (B.A.), English** | *University of Toronto* 20XX
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## HIGHLIGHTS OF QUALIFICATIONS

### Research and Investigation

- Conducted in-depth research by conducting interviews and field surveys
- Investigated figures on company financial performance to determine opportunities of cost reduction
- Analyzed business acquisition issues by corresponding with legal team in reviewing case documents

### Writing

- Transcribed field data into communicable reports that contained relevant facts and credible research
- Drafted emails and pitch presentations, creating templates to optimize company productivity
- Compiled information from journals into legal documents to be used in negotiations

### Communication

- Supported legal team in providing business insights and developed understanding of legal procedures
- Represented clients during meetings to promote opportunities for profitable partnerships
- Prepared relevant documents and delivered key recommendations during progress evaluation meetings
- Responded to all client questions and probing in a professional manner

### Organization

- Implemented a filing system that improved efficiency and speed by 60%
  - Documented meeting minutes in order to track and monitor goals and progress
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## EXPERIENCE

- **Management Consultant** | *Deloitte* January 2007 – April 2015
- **Immigration Consultant** | *Ontario Ministry of Citizenship and Immigration* May 2004 – December 2007
- **Information Officer** | *University of Toronto* September 2001 – April 2004