

# Colleen Kimmayong

## **Customer Service Expert**

Vaughan, ON L4L 8K3

[ckimmayong@outlook.com](mailto:ckimmayong@outlook.com)

+1 416 729 8785

Hi! I'm Colleen. I am a detail-oriented and hard-working individual with 5+ years of experience working in various administrative, sales/marketing and customer service roles. I love helping others find solutions that meet and exceed their needs. "Never stop learning" is my motto.

#readytowork

## Work Experience

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### **Server**

CopaCabana Brazilian Steakhouse - Toronto, ON

March 2022 to Present

Responsible for the following: greeting guests, taking orders, answering questions about the menu and food, sell the restaurant's food and drinks, take payment, communicate orders with the kitchen staff, and help with customer service and cleaning.

### **Billing Coordinator (Remote)**

Field Trip Health - Toronto, ON

December 2020 to Present

Processing invoices for services rendered at Toronto clinic. Also responsible for finance reporting and payment reconciliation.

### **Resident Support Assistant**

Extencicare Inc. - Toronto, ON

May 2020 to July 2020

Responsible for providing one-on-one care. This includes: assisting to provide day-to-day services and support to individual residents to offer a warm and safe environment; ensuring comfort and well-being of residents are met; assisting with safe lifts and transfers of residents; guiding residents to and from their rooms; acting as a resident companion and providing comfort and support to residents as needed; assisting with feeding while adhering to safe food handling techniques throughout all aspects of food service; assisting in completing general duties as directed by the care staff.

### **Business Development Manager and Marketing Coordinator**

The Tech Society - Toronto, ON

January 2020 to March 2020

Responsible for driving sales through lead generation, cold emailing and linkedin outreach. Responsible for creating all marketing material from Mailchimp emails, social media posts and event packages. Also responsible for coordinating event activities such as networking with and securing panelists and liaising with sponsors and community partners.

## **Senior Associate Sales Representative**

Tech Data - Mississauga, ON

October 2018 to December 2019

Responsible for managing all post-sales activities for the company's largest account, CDW Canada Inc. This includes: processing orders; resolving account and order issues; liaising with vendors on behalf of CDW buyers and account managers; completing requests sent via email and phone.

## **Office Manager and Marketing Coordinator**

The App Labb - Toronto, ON

March 2018 to September 2018

Responsible for assisting the CEO, reception, bookkeeping and misc. administrative duties. In addition, I created marketing material such as blog posts and social media posts.

## **Account Specialist**

Citibank - Toronto, ON

September 2016 to March 2018

Processed incoming payments made by high-profile clients all over Canada, under the company's MasterCard label. Created and organized daily reports of account activity and balance sheets.

## **Inside Sales Representative**

Olympia Tile - Toronto, ON

September 2015 to May 2016

Supported outside sales team throughout the sales cycle, assisted clients with the sales process, created invoices, and handled all types of transactions.

## Education

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### **Diploma in Community Work**

George Brown College - Toronto, ON

September 2020 to Present

### **Medical Terminology**

Seneca College

April 2020 to July 2020

### **B.A. in English**

University of Guelph

September 2012 to April 2013

## Additional Information

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### SKILLS:

- Communication and Collaboration | Customer Service
- Detail-Oriented | Organized | Quick Learner | Accountable
- Multitasker | Fast-paced Environments | Adaptable | Problem-solver

- Tech Savvy | Canva | Wordpress | Mailchimp | GSuite | Social Media | Hubspot