

ALEX ORLANDO

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Professional Profile

- A current Bachelor of Business Administration Project Management student
- Solid knowledge and training in project management, risk management, and research and documentation
- Proficient in Microsoft Office Suite including Word, Excel, PowerPoint, Outlook
- Attention to detail and problem-solving skills; Strong organizational, analytical, and planning skills in a fast-paced environment
- Excellent written and verbal communication skills with the ability to communicate clearly and effectively with clients, stakeholders, and team members
- Five years of experience in customer service
- Fluent in English, & Yoruba
- Knowledge of sales, marketing, and negotiation skills

Formal Education and Special Training

Bachelor of Business Administration – Project Management, Yorkville University, Vaughn, ON (2022-Present)

Relevant courses: *Marketing, Microeconomics, Business in a Global Context, & Business Math*

Course Project Highlights-Project Management

HJRS Panels Project, Yorkville University, 2022

Developed a detailed business plan for a startup company with over 50 employees.

Established the organizational structure of the company, a detailed market projection was created to analysis the potential profits. For this project, I analyzed current market trends to predict the cost of production, and labor.

- Presented project reports among 20 students and achieved a 100% grade
- Delegated tasks fairly to all team members according to individual strength and weaknesses
- Created a detailed report on all research findings

Relevant Skills and Accomplishments

Interpersonal, Communication, and Customer Services Skills

- Maintained customer relationships with a diverse group of individuals by building rapport with customers, listening, and using positive reinforcement

- Resolved customer complaints in a calm and friendly manner all while maintaining professionalism
- Build a rapport with all the teams working on the task and provided them with motivational support that was needed throughout the project

Leadership and Teamwork Skills

- Developed relationships with the new employees and made them an integral part of the team.
- Scheduled and lead team meetings to discuss ways to increase project efficiency, and ensure that the project will be completed in a timely manner
- Delegated tasks fairly to each team member based on individual strength and weakness. Monitored and evaluated their performances
- Maintained proper stocks and supplies to ensure all the operations run smoothly.

Administrative, Analytical, and Organizational Skills

- Constructed a tailored plan according to the client's needs to provide the desired outcome.
- Conducted a comprehensive analysis of the ongoing projects in the same neighborhood to get a better idea of the latest trends of costs in the market to fit everything into the budget more productively.
- Discussed the thorough plan with the client and made the necessary changes to their satisfaction. Provided regular updates to the client to keep them functional members of the project.
- Generated documentation of the operations such as daily sales by using Microsoft Word and Excel to manage customer service satisfaction.

Work History

Package Handler, Fiera Foods, Toronto, ON, 2023-Present

Quantity Surveyor/Estimator, Moral Global Properties, and Investment Nigeria, 2019-2020

Assistant Quantity Survey, Ministry of Works & Infrastructure, Lagos 2018-2018

References Available Upon Request