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|  | Sebastien Thuot |  |

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| ContactVictoria, BC(250) 588 6127Sebastien.Thuot9@gmail.com | ObjectiveTo find fulfilling work with an organization that values a strong work ethic, a variety of experience, and a knack for building meaningful relationships with customers and coworkers.  |
| EducationGraduated Spectrum Community School (2016) Key SkillsConsumer RelationsSalesShopifyWordPress Web DevelopmentEvent Planning General ITVolunteer Work* Himalayan School for Children

*Raised funds for ongoing support of orphaned children in Nepal** Goldstream Foodbank
* Mustard Seed Victoria

 *Assisted in general operations and fundraising** Community support tent @ Meegan (Beacon Hill Park, Victoria)

*Community outreach and food services for the unhoused***References**[Available upon request.] | ExperienceJune 2020 – January 2022Customer Experience Team Lead • The Very Good Food Company* I oversaw all communications with consumers regarding our products, business, and e-commerce orders. This includes hiring and leading a team of up to 4 reps in assisting customers with any inquiries that came via email, phone, social media or live chat.
* I regularly analyzed and broke down data to report on high level metrics and KPI’s to my superiors.
* I conducted maintenance and development operations for our Shopify store and website.
* I assisted in the fulfillment process for direct-to-consumer ecommerce orders.

December 2019 – April 2020Public Services Coordinator • Mount Washington Alpine Resort* I assisted patrons of the resort with any of their various needs while they were enjoying our amenities.
* I was involved in the coordination of events for our patrons and staff.
* I provided late night security services at our restaurant, including assisting with last call, designated driving services and cleanup.

 May 2019 – October 2019Assistant Manager • Mind Games * I planned and facilitated in-store events and promotions to incentivize sales and engagement with the community.
* I oversaw merchandising, and cash handling for a small team of staff.
* I facilitated training sessions for our team regarding product knowledge and general sales skills.
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