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|  | Sebastien Thuot |  |

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| Contact Victoria, BC  (250) 588 6127  Sebastien.Thuot9@gmail.com | Objective To 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. |
| Education Graduated Spectrum Community School (2016) Key Skills Consumer Relations  Sales  Shopify  WordPress Web Development  Event Planning  General IT Volunteer 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.] | Experience June 2020 – January 2022  Customer 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 2020  Public 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 2019  Assistant 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. |