

# Elvis Ntada

Toronto, Canada M5E 0E4 • 647-628-7698 • Elvisntada8@gmail.com

## Professional Summary

Business Marketing student at George Brown College with a passion for marketing and customer relationship management. Skilled in coordinating and executing marketing initiatives through academic knowledge and hands-on experience. Proven ability to support brand campaigns, contribute to audience engagement strategies and leverage digital tools to enhance customer satisfaction and marketing performance.

## Skills

Digital Marketing | CRM Tools (Salesforce & Zendesk – currently learning) | Marketing Campaign Coordination | Marketing Research | Office 365 | Attention to detail | Adaptability | Time Management | Problem Solving | Team Collaboration | Windows & iOS Troubleshooting

## Professional Experience

**Guest Service Agent** - Best Western Plus – Brandon, MB | Sept 2022 – Jan 2023

- Handled 30+ guest inquiries and complaints daily, delivering prompt, courteous service in person and over the phone.
- Resolved most issues on first contact, contributing to high guest satisfaction and increased repeat visits.
- Assisted with troubleshooting hotel systems (e.g., front desk computers, printers, and booking software), ensuring operational efficiency.
- Processed payments with 99% accuracy, including cash, credit, and debit, while adhering to security protocols.
- Collaborated with team to promote loyalty programs and enhance customer satisfaction.

**Customer Service Representative** - Clickers Travels International – Nigeria | Mar 2021 – Sept 2021

- Supported clients with technical product inquiries, resolving over 150 customer issues during the internship period.
- Assisted in managing CRM data entry and tracking customer engagement, helping improve response time by 15%.
- Followed up with customers post-service, contributing to a 20% increase in repeat customer interactions.
- Collaborated with the sales team to gather customer feedback and suggest service improvements.
- Gained experience in handling multi-channel support (email, phone, and walk-ins)

**Sales Representative** - Miabet Supermarkets – Nigeria | Jan 2015 – Dec 2017

- Assisted in executing in-store promotions that boosted product visibility and contributed to a 10% increase in weekly sales.
- Engaged customers with product recommendations based on their preferences, helping improve customer satisfaction and loyalty.
- Designed displays and implemented seasonal promotions to improve product visibility.

## **Education**

**George Brown College, Toronto, ON** - Ontario College Diploma – Business Marketing (Expected Aug 2025)

*Relevant Courses: Digital Marketing, Business Computer Applications, Professional Communication for Marketers, Marketing Research, Business Presentation Skills, Organizational Behaviour, Microeconomics.*

**Brandon University, Brandon, MB** - Bachelor of Business Administration – Apr 2023

*Relevant Courses: Marketing fundamentals, Management, Principles of Marketing, Business Law, Information Technology.*

**NIIT, Benin, Nigeria** - Diploma in Computer Applications – Jul 2022

**Coursera (Google)** - Google IT Support Professional Certificate – Jun 2022

Zendesk Support Administrator - In Progress (Expected Jul 2025)

Salesforce Admin Certification Specialization - In progress (Expected Jul 2025)