

TAMARA ARMAND

North York, ON

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A results oriented individual with over 8 years of experience in the building industry. Creative abilities to effectively problem solve. Detail oriented and works well independently and as a team member. Strong communication skills and analytical abilities to identify and resolve customer problems.

EXPERIENCE

JANUARY 2022 – PRESENT

CUSTOMER EXPERIENCE SPECIALIST, MARLIN SPRING DEVELOPMENTS

HIGH-RISE, LOW-RISE

- Main point of contact from the point of sale to final closing for multiple communities both low rise and high rise.
- Respond to all enquiries within 3-4 hours
- Update occupancy dates in Newstar
- Ensure Homeowners are provided with quarterly construction updates
- Provide homeowners with their new occupancy dates
- Part of the Social & Wellness committee

FEBRUARY 2019 – JANUARY 2022

CUSTOMER EXPERIENCE COORDINATOR, MINTO COMMUNITIES

HIGH-RISE, MID-RISE, LOW-RISE

- Primary point of contact from the point of sale to final closing
- Responded to all enquiries within 1 business day
- Provided superior homeowner satisfaction and build customer loyalty
- Provided homeowners with regular construction updates
- Assisted in the coordination and implementation of Homeowner information sessions. Coordinate speakers, run-throughs, invitations, presentation and host evening sessions.
- Analyzed AVID Ratings customer satisfaction surveys and statistical results to identify trends and improvement initiatives and create monthly Avid reports for all departments Executive Team.
- Liaison with all site offices, including Sales, Construction, Design, Land Team and any outside agencies.
- Assisted with creating content for internal and external communications such as welcome letters, newsletter, web content, brochures, preparing for closing and construction updates.
- Responsible for sending delay letters to homeowners and process any delayed closing compensation claims
- Completed 10 day calls after the homeowner moves in to ensure they had a smooth transition/move in and answer any questions they may have.

FEBRUARY 2018 – FEBRUARY 2019

CUSTOMER SERVICE REPRESENTATIVE, URBAN CAPITAL

- Managed the Customer Service department for multiple communities
- Answered all enquiries and followed up with homeowners in a timely manner
- Tracked deficiencies, scheduled repairs and consistently communicated with homeowner on completion dates.
- Scheduled PDI appointments, managed schedule changes and coordinated with the construction team.
- Built strong relationships with trades and scheduled work completions to ensure all deficiencies were completed within the Tarion guidelines.

MAY 2014 – FEBRUARY 2018

CUSTOMER SERVICE COORDINATOR, FREED DEVELOPMENTS

- Responded to purchaser enquires on a daily basis
- Assisted purchasers with in-suite deficiency inquiries and resolved any concerns in a timely and efficient manner.
- Consistently provided customer service excellence, exceeded expectations and built customer loyalty.
- Prepared and process purchase orders and invoices for trades
- Proven ability to handle confidential and sensitive purchaser information
- Coordinated with trades and schedule service work to complete in-suite deficiencies
- Scheduled and coordinated pre-delivery inspections with homeowners
- Organized and put together key packages for occupancies/closings.
- Created master tracking sheets for each project and ensured they were updated daily.
- Managed Tarion submissions such as 30-day/year-end/second-year forms.
- Scheduled PDI deficiency repairs, and provided purchasers with regular updates on work progress and completion.

EDUCATION

JUNE 2013

GRAPHIC DESIGN, GEORGE BROWN COLLEGE

Obtained Ontario College Advanced Diploma

JUNE 2010

ART FUNDAMENTALS, SENECA COLLEGE

Obtained Ontario College Certificate

SKILLS

- Superior soft skills and passion for providing customer service excellence
- Hardworking, energetic, and reliable; recognized for taking on additional responsibilities
- Open minded, flexible, and adaptable to change
- Flexible and enjoy working in a fast paced environment