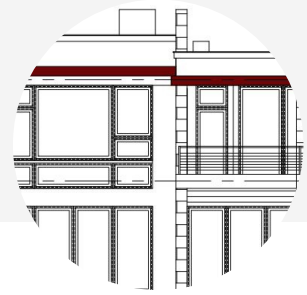


LUCIANA SQUILLARO

B A C H . D E G R E E I N
A R C H I T E C T U R E



☎ 416-273-6900

✉ lucianasquillaro@hotmail.com

📍 12 Lourakis Street. Richmond Hill
ON, L4E0J5

PROFILE

Architectural designer with over 10 years of experience on various high-rise, mid-rise, and low-rise residential and commercial projects.

TECHNOLOGY SKILLS

- AutoCAD
- Adobe Photoshop Illustrator
- Adobe Creative Suite
- Sketch Up.
- MS Office, Word, Excel, Outlook, PowerPoint.
- QuickBooks.
- Knowledge of REVIT

OBJECTIVE

A highly organized and detail-oriented professional with a strong background in overseeing on-site after-sales service operations. Experienced in managing homeowner correspondence, documenting deficiencies, and providing exceptional customer service. Seeking a challenging position where I can utilize my skills to ensure customer satisfaction and contribute to the success of a reputable organization.

EXPERIENCE

Burka Architects Inc. Toronto.

Working as a Senior Architect Designer on various high-rise, mid-rise and low-rise residential, commercial projects and Interior Design Projects. Toronto. 2006-2012

Verus Architecture Design Inc. and freelance architectural Designer. Toronto. 2013-2023

- Experienced in overseeing all on-site after-sales service inquiries, ensuring prompt resolution of homeowner concerns.
- Proficient in assessing homeowner correspondence and issuing work orders accordingly, maintaining a streamlined and efficient workflow.
- Skilled in utilizing software to accurately document deficiencies and create Service Work Orders, ensuring meticulous record-keeping.

EDUCATION

UNIVERSITY DEGREE IN ARCHITECTURE

University of Architecture in Uruguay. Intern Architect of OAA (Ontario Architects Association) Canada. 2011

BOOKKEEPING

Course. Algonquin College in Canada
2020

SKILLS

- Excellent organizational and time management abilities, ensuring efficient workflow and timely task completion.
- Strong attention to detail, enabling accurate documentation and effective problem-solving.
- Exceptional communication and interpersonal skills, facilitating positive interactions with homeowners, trades, and team members.
- Proficient in using in-house software and databases for documentation, reporting, and task management.
- Advanced knowledge of customer service principles, ensuring the delivery of exceptional customer experiences.
- Proactive and adaptable, able to effectively handle changing priorities and manage multiple tasks simultaneously.

TRANSPORTATION

I own a vehicle.

I have a valid Ontario Class "G" driver's license.

PORTFOLIO

Upon request.

REFERENCE

- Architects, members of Ontario Architects Association. Canada
- Arch. Tech, Manny DaCunha, Coordinator in Country Wide Homes. Tel: 9059071500

- Capable of delegating tasks to respective service technicians through the company database, facilitating efficient task management and coordination.
- Proficient in maintaining comprehensive logs and generating reports to monitor progress, identify trends, and support informed decision-making.
- Experienced in collaborating with trades and subcontractors to address outstanding work, ensuring timely completion and customer satisfaction.
- Knowledgeable in providing essential customer and trade information to the Site Superintendent as requested, enabling effective communication and coordination.
- Adherence to all policies and procedures stipulated in the company Employee Manual, ensuring strict compliance and fostering a safe and productive work environment.
- Regular participation in staff meetings, actively contributing insights and suggestions for process improvement.
- Effective communication with site staff to ensure the delivery of high-quality end products and the resolution of any customer service-related concerns.
- Demonstrating professionalism in conducting all tasks, providing exceptional customer service, and upholding the company's values.
- Experience in Pre Design: Site Analysis, Zoning Analysis, Project Goals and Building Program.
- Extensive experience in all Design Faces: Schematic Design. Massing Concepts. Design Development.
- Drawings Design from massing concept designs, 3D drawings, site planning, layout designs, facades, elevation designs to architectural details for presentation to clients, city planning and building departments, and marketing material.
- Coordination and meetings conducted with clients, consultants (engineer, landscaping) regarding project requirements.
- Experience with the Ontario Building Code and Zoning By-Laws, ensure that construction projects meet environmental, safety, structural, zoning and aesthetic standards.
- Coordination and meeting conducted with internal staff and external consultants, clients, and city official regarding project requirements:
- Coordination of permit documents and managing the building permit process with many GTA municipal building departments.
- Providing technical and design advice to team members consulting with clients.
- Preparing construction release information to site personnel.
- Site guidance and clarification with respect to technical drawings.
- Shop drawing review and coordination with consultants.