

Alex Mach

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Skills

- Native or bilingual proficiency in both English and Cantonese, facilitating clear communication in diverse language settings.
- Licensed in Standard First Aid CPR/AED Level C with the ability to respond effectively to emergencies.
- Certified with Smart Serve Ontario, demonstrating knowledge and adherence to responsible alcohol service practices.

Experience

AUGUST 2022 - PRESENT

Baker Real Estate Inc, 3080 Yonge St., Toronto, ON M4N 3N1 – *Project Administrator*

- Successfully coordinated and executed simultaneous marketing campaigns for diverse product lines, overseeing project timelines, resource allocation, and stakeholder coordination to ensure all deadlines were met, and campaign objectives were achieved.
- Mediated a team conflict arising from differing project priorities, conducting open dialogues among team members and implementing a conflict resolution plan that significantly improved overall team dynamics and collaboration.
- Conducted a comprehensive review of client contracts, meticulously identifying and rectifying discrepancies in terms, pricing, and deliverables. This detailed scrutiny ensured accurate and compliant documentation, safeguarding the interests of both clients and the organization.
- Leveraged Salesforce to analyze client data, identifying patterns and preferences that informed targeted marketing strategies. This data-driven approach led to a 25% increase in client engagement and a more personalized customer experience.
- Implemented BlackLine for automated reconciliations, enhancing the accuracy and efficiency of financial processes. Integrated Salesforce for financial tracking, minimizing discrepancies, and providing real-time insights for informed decision-making.
- Developed and maintained complex financial models in Excel, providing detailed insights that guided strategic decision-making.
- Streamlined team communication and collaboration by optimizing the use of Microsoft Office applications. Introduced efficient document-sharing processes, enhancing overall team productivity.
- Successfully coordinated a project launch while simultaneously managing ongoing client relationships, ensuring both were executed seamlessly.
- Conducted regular team meetings, ensuring clear communication of project goals, progress updates, and addressing any concerns promptly.

- Developed a contingency plan that mitigated potential disruptions during a software implementation project, ensuring a smooth transition.
- Facilitated team-building workshops that enhanced collaboration and morale, resulting in improved team performance.
- Utilized Adobe Professional to create visually appealing and professional client presentations. These presentations not only conveyed information effectively but also contributed to increased client satisfaction by presenting information in a clear and engaging manner.

SEPTEMBER 2019 - DECEMBER 2019

Glen Cameron For Kids, 211 Cameron Av., North York, ON M2N 1E8 – *Early Childhood Education Student*

- Led a weekly educational program for children, incorporating interactive activities that enhanced cognitive and social development.
- Established a trusting and supportive relationship with each child in a classroom setting, fostering a positive learning environment.
- Developed and implemented age-appropriate lesson plans, aligning with recognized early childhood development standards.
- Managed multiple aspects of daily classroom activities, including lesson planning, individualized student support, and administrative tasks, optimizing productivity.
- Facilitated regular communication with parents, providing updates on children's progress and addressing any concerns promptly.
- Maintained accurate and up-to-date records of each child's progress, ensuring individualized care and addressing specific needs.

JULY 2016 - JANUARY 2023

Via Cibo, 808 York Mills Rd., Toronto, ON M3B 1X8 – *Server/Prep*

- Proven track record in customer service with a focus on customer engagement.
- Successful in sales, utilizing effective communication and multitasking skills.
- Expertise in food and beverage operations with a strong emphasis on safety.

Education

SEPTEMBER 2019 - AUGUST 2023

Seneca Polytechnic, 1750 Finch Ave E, North York, ON M2J 2X5 – *Early Childhood Education Diploma with Honours*

Diploma with the focus of Early Childhood Education.

2015 - 2018

A.Y. Jackson Secondary School, 50 Francine Dr, North York, ON M2H 2G6 – *High School Diploma*

Active involvement with clubs such as Jazz band, Senior Band Ensemble, & Symphonic Band.