

ARJAY BELTRAN

SUMMARY

Talented and well-rounded with extensive experience in both coordinating and hands-on repair work. Tech-savvy with a passion for building and creating. Highly knowledgeable in industry best practices, adept at leveraging technology to enhance efficiency and effectiveness in repair processes. Skilled in fostering strong relationships and ensuring high levels of customer satisfaction

SKILLS

QUALIFICATIONS: Project Coordination, Ontario Building Code, Construction Estimating, Construction Scheduling, Technical Proficiency, MS Office, Time Management, Problem Solving, Communication, Customer Service, Relationship Management, Software Development

EMPLOYMENT

Pemberton Group, Warranty Repair Coordinator, Time and Space Condos Dec. 2023 - Current

- Monitored the Taron portal daily to identify and print new conciliations, 30-day, year-end, and two-year inspections
- Coordinated repair appointments for Customer Care, Trade Partners, and Homeowners, including 30-day, year-end, two-year service calls, and MSD inspections
- Processed all Service Technician paperwork and managed invoices.
- Conducted PDI walkthrough with homeowners, identifying and resolving 95% of suite deficiencies before move-in
- Addressed and resolved after-sales complaints, achieving a 90% resolution rate on the first contact

Madison Homes Holdings, Customer Care Technician, Frenchman's Bay & NuTowns Mar. 2022 - Mar. 2023

- Completed work orders and service calls issued by on-site Customer Care team
- Concluded investigative inspections, diagnosis, and repair, including drywall repair, minor fixture & mill work repair, painting, caulking, minor flooring, grouting and minor plumbing.
- Consistently performing to exceed our customer's expectations as a representative of the company.
- Attended Customer Care/Taron seminars and home purchaser functions
- Complied with legal, legislative, and corporate safety requirements
- Communicated proficiently and professionally with the supervisors, co-workers, clients and trades
- Documented service notes, material & trade requirements and providing status updates for all work orders
- Reviewed work orders and executed required tasks accordingly

R-MAC Solutions Inc., Carpenter, Toronto, ON Nov. 2021 - Mar. 2022

- Utilized a diverse range of problem-solving techniques and tools efficiently to meet project deadlines and deliver quality outcomes
- Assessed project requirements, estimated resource needs, and prioritized tasks effectively to prevent delays, showcasing strong organizational skills
- Conducted thorough inspections of job sites pre and post-project completion, ensuring adherence to quality standards
- Demonstrated consistent adherence to building codes and safety regulations while promptly addressing client needs

G Hirsch Renovations, Apprentice Carpenter, Toronto, ON May 2021 - Oct. 2021

- Proficiently assisted in preparing and organizing job sites, demonstrating efficiency in gathering tools and materials.
- Prioritized and adhered to safety protocols to ensure a secure working environment.
- Provided valuable support to journeyman carpenters in various tasks, showcasing adaptability and a willingness to learn.
- Contributed effectively to the installation of structures and components, displaying a hands-on approach to problem-solving.
- Maintained a clean and organized work area, consistently upholding a high standard of cleanliness and orderliness.

UNIQLO Canada, Assistant Store Manager, Toronto, ON Aug. 2016 - July 2020

- Achieved 100% target daily store sales through strategic planning and sales management.
- Oversaw store operations, including point-of-sale systems, inventory control, and coordination with branches and warehouse.
- Managed work safety and customer concerns while emphasizing exceptional customer service.
- Conducted daily meetings aligning with goals, presenting product knowledge, and coordinating store activities.

EDUCATION

Columbia University | Remote May 2024 - Current

Construction Management Specialization
Construction Management, Cost Estimating and Cost Control, Scheduling, and Finance

General Assembly Mar. 2023 - May 2023

Software Engineering Graduate Certificate

York Construction Academy Mar. 2021 - May 2021

Home Construction Technology

George Brown College Apr. 2015 - Sept. 2017

Ontario Advanced Diploma