

# Veronica Lee

55 Merdock Court • Stouffville, ON. • 416-299-1088 • vlee1088@gmail.com

## ▼ Professional Summary

Detail-oriented and results-driven Senior Newstar Specialist with extensive experience managing and optimizing the Constellation Homebuilder System (Newstar) for major residential developments. Skilled in refining product libraries, ensuring data accuracy, and fostering collaboration across departments to achieve business objectives. Known for solving complex challenges, driving cost efficiencies, and delivering valuable insights on product selection and profitability.



September 10, 2024

Recruitment Team  
Primont Homes  
9130 Leslie St. #301  
Richmond Hill, ON. L4B 0B9

Dear Recruitment Team,

I am writing to express my interest in a position within your Décor or Operations department. With a strong background in managing product libraries and systems, including the Constellation Homebuilder System (Newstar), and experience in streamlining processes and supporting cross-functional teams, I believe I can make a valuable contribution to your organization.

As a Senior Newstar Specialist at Calibrex Developments, I led the integration of the Design Studio Manager, managed product and pricing data, and ensured seamless collaboration with the Décor team. My strengths include producing accurate pricing catalogues, overseeing décor appointment preparation, and optimizing product workflows to improve operational efficiency.

I am confident that my skills in project management, data accuracy, and system integration would be a strong asset to your team. I would appreciate the opportunity to discuss how I can contribute to your department's success.

Thank you for your time and consideration.

Sincerely,  
Veronica Lee

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## ▼ Experience

Mar 2022 – Mar 2024

Senior Newstar Specialist • Calibrex Developments

- Maintain and update the Newstar product library by creating, revising, or discontinuing options as needed for new projects.
- Upload standard and upgrade options, product attributes, room codes, and measurements into Newstar, ensuring data consistency.
- Generate Model Square Footage reports for Décor, ensuring accurate data distribution to homeowners.
- Manage trade costs within the Model Subcontract program and calculate retail pricing for all upgrade options based on global markups.
- Regularly update the Pricing Catalogue for Décor team reviews, ensuring all options align with Newstar and Design Studio Manager.
- Oversee Design Studio Manager setup, ensuring Newstar integration by managing appointment steps, color attributes, and accurate product.
- Produce detailed Pricing Catalogues with proper retail markups for homeowners before the start of Décor appointments.
- Generate and issue timely purchase orders to trades, ensuring smooth project execution.

Mar 2007 – Feb 2022

Product Library Coordinator • Empire Communities

- Managed the product library in Newstar for high and low-rise residential projects, ensuring precise and up-to-date data for purchaser upgrades.
- Led the overhaul of the product library, updating product descriptions and instructions to streamline the sales and décor processes.
- Produced detailed pricing catalogs for purchaser upgrades, guaranteeing accuracy in pricing and availability.
- Collaborated with the Decor and Contracts teams to address product and pricing discrepancies, facilitating smooth customer appointments.
- Generated key reports on product selections and profitability, supporting management's strategic decision-making.
- Resolved invoicing issues related to purchase orders, ensuring correct alignment between contracts and system pricing.

Aug 2001 – Feb 2007

Software Specialist • Constellation Homebuilder Systems

- Provided first-level technical support for Newstar users, troubleshooting software issues to ensure system stability.
- Documented and tracked all support requests, ensuring timely and efficient issue resolution.
- Applied technical expertise to resolve both software and hardware issues, collaborating with internal teams as necessary.
- Created and maintained FAQ documentation to enhance user experience and reduce recurring support requests.

Mar 1999 – Jul 2001 • Technical Support • SoftSys Inc.

Feb 1998 – Feb 1999 • Assistant Accountant • AMD Technologies

Jun 1994 – Feb 1998 • Technical Support • MPM Array Corp.

## ▼ Skills

- Expertise in Constellation Homebuilder System (Newstar & Design Studio Manager)
- Strong project management and data analysis skills
- Proficient in software testing and system troubleshooting
- Excellent communication, collaboration, and problem-solving abilities
- Proven ability to enhance operational efficiency across cross-functional teams

## ▼ Education

1989 – 1994 • Bachelor of Computer Science

1989 – 1994 • Bachelor of Business Administration