

SARAH MASSON

Newmarket Ontario

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Profile

Detail-oriented and results-driven individual with 10+ years of working in customer focused environments. Strong organizational and communication skills with a commitment to professionalism and excellence at work. Working as a Décor Studio Coordinator for the past 4 years has allowed me to improve my multitasking, time management and critical thinking skills. My passion for interior design has allowed me to excel as a décor consultant collaborating with homebuyers to help create their own unique spaces. Constantly looking for ways to build my knowledge base to learn and grow within a company and industry.

Experience

Junior Décor Consultant

2022- Current

Sorbara Group of Companies | Toronto, ON

- Collaborated closely with purchasers to understand design preferences and budget
- Proactively identify purchaser needs, supporting them through the décor process and ensuring high-level customer satisfaction
- Worked in Newstar DSM during décor meetings to execute selection paperwork
- Execution of options and upgrades via selection sheets, agreements, statement of account and sketches.
- Worked in both low-rise and mid-rise construction projects
- Visit construction sites to observe progress and expand my knowledge base
- Collaborate with site supervisors and project managers to deliver quality homes ensuring complete homebuyer satisfaction
- Meet with suppliers to ensure product knowledge for sales is up to date and bring in new products

Décor Studio Coordinator

2021- Current

Sorbara Group of Companies | Toronto, ON

- Introduces homebuyers to the Sorbara Décor Studio, including services offered, design process and objectives
- Managing and coordinating teams' calendars and communications with décor team
- Organized and managed appointment booking for homebuyers in 8+ projects ensuring they are booked within our construction deadlines
- Track all progress and completion on Décor meetings
- Manage day-to-day operations of the décor studio
- Maintains studio sample library at the studio and online through our wish list
- Provide sites and applicable trades with completed décor documentation
- Responsible for communicating with purchasers through their whole décor process
- Utilized TD Online mart to process payments for homebuyers' upgrades
- Process all finalized and approved addendums in Newstar DSM
- Communicate file status to Project Managers and Contracts Department
- Create and maintain files and file set up
- Review and process department expense reports
- Managed reselections
- Reach out to homebuyers for closing emails
- Tracking and forwarding purchasers executed Amendments
- Apart of the Health and safety committee for the Company

- Managed wish list photo library

Freelance Marketing and Multimedia Designer

2025

Sandgate Construction Inc

- Managed Instagram, Facebook, Google Business, Yelp accounts
- Create content for social media post
- Set up Google Business account
- Designed business cards for team
- Increased engagement and leads across accounts

Beauty Specialist

2018-2021

Shoppers Drug Mart | Newmarket, ON

- Created meaningful and positive customer relationships with high quality service
- Displayed merchandise to present visually appealing arrangements that drive sales
- Greeted several clients per day and demonstrated proper use of products
- Alleviated product theft by monitoring sales floor and shopper awareness
- Attended vendor training to enhance brand-related product knowledge
- Contributed to high sales goals
- Managed Instagram to promote marketing strategies

Office Administrator

2011- 2018

Vision Dance Academy | Newmarket, ON

- Managed all communications with Clients
- Designed advertisements, promotional flyers and handouts
- Logged enrolments and taking payments
- Managed and updating social media/ website
- Update student/ family web accounts & records
- Trained new employees
- Key Holder- Opening & closing the studio

Education

Wilfrid Laurier University | Waterloo, ON | 2016- 2020

Bachelor of Arts, Psychology

Newmarket High School | Newmarket, ON | 2012- 2016

Specialist High School Major in Business

Qualifications

- Microsoft 365
- NewStar DSM / Configurator
- Sketch Up
- Adobe
- Social Media
- Canva Marketing
- Content Creation

Skills

- Flexible and adaptable
- Creative
- Strong interpersonal and team work skills
- Organization and time management
- Collaborative in diverse work environments
- Reliable and accountable
- Patient and understanding
- Eagerness to learn and grow