

SIOBHAN BAKSH

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 Whitby, ON

PROFESSIONAL OVERVIEW

An energetic professional with 10+ years of customer service experience; dependable, 3+ years of design coordination for residential and commercial construction projects.

WORK EXPERIENCE

Décor Coordinator

Ballantry Homes, Markham | December 2023 – present

- Coordinate new project setup, including room model measurements, sales and model takeoffs, lighting and appliance option packages, exterior colour schemes, and design guides; develop kitchen package layouts, prepare colour boards for sales offices, and maintain product libraries for low- and high-rise projects.
- Managed material and finish research, sourced products from vendors and curated interior selections for custom homes exceeding 5,000 sq. ft.
- Facilitated interior finish selections for more than six active construction sites, ensuring design consistency and quality standards

Sales and Décor Administrator

Coughlan Homes, Ajax | January 2021 – September 2023

- Prepared purchase and sale agreements, amendments, floor plans, and option packages for over 200 purchasers, ensuring accuracy and secure handling of legal documentation within Newstar Enterprise Software
- Monitored all aspects of the home purchase process from initial consultation to completion, including scheduling décor studio appointments and resolving purchaser inquiries and concerns
- Received Durham Region Excellence in New Homes Sales Office Award – Large Volume
- Oversee décor studio operations, ensuring organization and upkeep of clearly labeled product samples

Inside Sales Representative

Olympia Tile & Stone, North York | June 2012 – December 2020

- Provided technical expertise on material usage and installation enabling informed product selection
- Trained new sales representatives on product knowledge and the use of P21 Customer Relationship Management (CRM) software to support effective client engagement and sales performance.

EDUCATION & PROFESSIONAL DEVELOPMENT

- Blueprint Reading Fundamentals Course, George Brown College | 2025
- Building Permit and Application Process Course, University of Toronto UOFT | 2025
- Modular Construction Approval Processes Course, CSA Group | 2025
- Social Services Diploma – September 2015 (completed 17 of 26 credits)
- Community Services Foundations Certificate September 2013 – April 2014