



PAMELA DASILVA

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SUMMARY

Experienced construction and customer care professional with over four years of experience in the residential homebuilding industry. Skilled in Tarion warranty processes, homeowner communication, site inspections, and conflict resolution. Proven ability to coordinate repairs, assess deficiencies, and manage warranty claims in alignment with Tarion guidelines. Committed to protecting homebuyers, and ensuring quality standards are met.

SKILLS AND QUALIFICATIONS

- Tarion Warranty Process (30-Day, Year-End, Second-Year etc.)
- Pre-Delivery Inspections (PDIs)
- Deficiency Assessment & Resolution
- Homeowner & Trade Relations
- Conflict Resolution & Dispute Mediation
- Construction Project Coordination
- Microsoft Office Suite (Word, Excel, Outlook)
- Scheduling & Project Documentation
- Tarion Customer Service Standard Certificate

EXPERIENCE

Customer Care / Office Manager / Rivermill Homes - Concord, Ontario

12/2020 - 09/2025

- Managed all homeowner communication during the construction, and pre- and post-occupancy warranty phases.
- Conducted over 100 site inspections and PDIs, identifying deficiencies and coordinating timely repairs.
- Oversaw the full Tarion warranty process, including 30-Day, Year-End, and Second-Year form submissions.
- Scheduled and supervised trade appointments for warranty repairs, ensuring compliance with Tarion standards.
- Resolved customer complaints and technical disputes with professionalism and empathy.
- Educated homeowners on home maintenance, Tarion coverage, and service expectations during walkthroughs.
- Maintained detailed documentation for all service requests, inspections, and communications.
- Managed invoicing, trade scheduling, and administrative functions related to site operations.

Marketing Manager / Natalex Manufacturing Ltd. - Cambridge, Ontario

01/2016 - 01/2020

- Led the planning, execution, and management of all marketing initiatives, driving brand consistency and customer engagement across multiple platforms.
- Designed and maintained the company website to improve user experience and showcase product offerings.
- Produced product photography and visual content to support digital campaigns, trade shows, and client presentations.
- Collaborated closely with the product development team to conceptualize and design new products, aligned with market trends and client feedback.
- Used tools such as Adobe Creative Suite, Mailchimp, and WordPress to execute marketing initiatives.

EDUCATION AND TRAINING

Bachelor of Commerce (BComm): Double Major: Entrepreneurship & Marketing
Ryerson University - Toronto

2021