

JOHANA PHILLIP CHRIS

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PROFESSIONAL SUMMARY

Results-driven professional with experience in real estate sales administration and business ownership. Skilled in operations coordination, client relations, and sales reporting, with the ability to manage multiple priorities in fast-paced environments.

SKILLS

- Operations Management
- Customer Service & Client Relations
- Interpersonal Communication
- Time Management & Organization
- Sales Reporting & Documentation
- NewStar Software (Sales & Reporting)

EXPERIENCE

2023 to Current

Sales Administrator

Paradise Developments – Whitby, ON

- Coordinate daily operations across multiple sales office locations, ensuring smooth workflow and communication between teams
- Manage company email communications, responding to inquiries and supporting internal and external stakeholders
- Prepare and submit end-of-day sales reports to senior management with a high level of accuracy
- Utilize NewStar software to track sales activity, generate reports, and maintain organized documentation

2020 to Current

Business Owner - Custom Cakes & Desserts

Sweetlilthing – Ajax, ON

- Founded and operate a custom cake business, managing client orders, pricing, and fulfillment
- Build and maintain a loyal client base through social media marketing, referrals, and high-quality product delivery
- Manage multiple orders simultaneously while maintaining strict deadlines and quality standards
- Handle financial transactions, pricing strategies, and daily sales tracking to ensure business profitability

2022 to 2023

Cake Decorator

Sobeys – Ajax, ON

- Decorated custom cakes using a variety of techniques while meeting customer specifications and company quality standards
- Collaborated with team members to improve workflow efficiency
- Assisted with inventory management, ensuring availability of decorating supplies for daily operations

EDUCATION

2026

Psychology

Trent University - Oshawa, ON