

VIKTORIIA KUCHYNA

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PROFESSIONAL SUMMARY

Real estate sales professional with over 15 years of experience working in new development sales, residential sales, customer service, and client relations across Ukraine, the United Kingdom, and Canada.

Experienced working with buyers and developers, handling customer communication, negotiations, presentations, sales progression, and day-to-day support throughout the purchasing process. Worked in fast-paced sales environments and comfortable working with targets, CRM systems, and customer-focused sales processes.

Licensed Ontario Realtor® with knowledge of the GTA market and hands-on experience working with new-build sales processes in London, UK. Strong communication skills, professional approach, and ability to build strong working relationships with clients and team members.

Highly dedicated to providing outstanding customer service, supporting team operations, and contributing to overall sales performance. Reliable, hardworking, and comfortable working in fast-paced target-driven environments with focus on results, professionalism, and customer satisfaction.

English, Ukrainian, Russian.

CORE SKILLS

- Excellent communication skills
- New Home & Pre-Construction Sales
- Townhome & Residential Sales
- Strong customer Service skills and Client Relations
- Presentation Centre Environments
- CRM & Lead Management
- Negotiation & Sales Support
- Buyer Consultations
- Real Estate Documentation, Microsoft Office & Social Media
- Team Communication

WORK EXPERIENCE

REALTOR®

Sutton Group – Old Mill Realty Inc., Brokerage | Toronto, ON

2025 – Present

- Obtained Ontario real estate licensing and developed strong knowledge of the GTA residential market and transaction processes
- Assisted buyers, sellers, landlords, and tenants with property searches, consultations, and transaction coordination
- Conducted property tours, market research, and client communication in customer-focused environments
- Used my previous real estate sales experience in customer service, negotiations, lead management, and working with clients within the Ontario market
- Strong interest in building a long-term career within new home sales and developer sales environments

REAL ESTATE INDUSTRY – SALES & RENTAL ACTIVITIES

London, United Kingdom

2023 – 2025

Rental Department | 2023 – 2024

Countrywide, Taylors

- Worked in residential rental activities supporting landlords and tenants throughout the rental process
- Assisted with property inquiries, viewings, customer communication, appointments, and documentation
- Gained experience working in real estate environments with daily client communication, appointment coordination, and customer support

NEW DEVELOPMENT SALES / REAL ESTATE SALES | 2024 – 2025

Vistry Group

One of the largest development companies in the country
(before relocating to Canada)

- Worked for one of the UK's largest residential development companies specializing in new-build homes, townhomes, and apartments
- Assisted purchasers throughout the sales process from initial inquiry through to completion and key delivery

- Conducted property presentations, appointments, customer communication, and day-to-day sales activities
- Worked closely with internal sales teams, building team, and customers throughout the purchasing process
- Used CRM systems and sales tools to manage leads, appointments, customer follow-ups, and sales progression
- Worked in busy sales environments focused on customer service, communication, and achieving sales results

REAL ESTATE SALES PROFESSIONAL/ TOWNHOUSES SALE

Ukraine

2010 – 2022

- Over 12 years of experience working in residential real estate sales
- Specialized in townhouse sales during one of the strongest townhouse market periods between 2018–2022
- Worked with buyers, sellers, and developers in both new-build and resale markets
- Sold townhouses, private homes, apartments, and residential investment properties
- Managed negotiations, marketing, customer communication, property presentations, and transaction coordination
- Built a strong reputation through client relationships, referrals, and consistent sales performance

EDUCATION & LICENSING

Ontario Real Estate License (RECO) 2025

TRREB Member since 2025

Certified Real Estate Agent and Sales expert- 2021-2023

Human Behavioural and Psychology- 2021

Legal transaction in residential real estate marker- 2020

National University in Ukraine 2005-2009 - Bachelor, Management.

Annual courses related to real estate, business and development to stay up to date with industry trends, regulations, requirements.

LANGUAGES

English, Ukrainian, Russian

References- Available on request