

Adriana C. D'Ambrosi



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Experience

Best Buy Canada

September 2013—Present

Multi Channel Sales Associate

- Answering customer inquiries by phone and in person
- Resolving customer issues in a gracious and professional manner
- Taking care of customers' orders, including products reserved online

Cashier and Customer Service Representative

- Processing transactions and product returns
- Sending customers' products for repair

Education

Vanier College

Expected Graduation May 2019

Office Systems Technology

- Graphic Design
- Web Design & Development
- Advertising

Dawson College

2013—2016

DEC Social Sciences

Villa Maria High School

2008—2013

DES

Skills

Adobe Photoshop

- Photo Manipulation
- Color Adjustment

Adobe Dreamweaver

- HTML
- CSS
- JavaScript
- PHP
- Front End Development

Adobe Acrobat

- Interactive PDFs

Adobe InDesign

- Booklets
- Newsletters
- Brochures
- Posters

Adobe Illustrator

- Logo design
- Illustrations

Adobe Premiere Pro

- Video editing

Adobe Media Encoder

- Encoding videos

Google Web Designer

- Create moving animations

Languages: English, French, Italian