

BRIANNA D'SILVA

Ryerson University, International Economics and Finance - BA Candidate (May 2022)

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LEADERSHIP/SKILLS

- Youth Entrepreneur, public speaker and trainer
- Expertise in providing technical support to resolve IT and work flow issues
- Proficient in Microsoft Office (Word, Excel, PowerPoint and Outlook), Mac OS, and Google Suite (Google Calendar, Docs, Sheets, Slides)

EXPERIENCE

OXFORD PROPERTIES – HILLCREST MALL ,GUEST EXPERIENCE REPRESENTATIVE November 2019 – Present

- Delivered all services offered at the Guest Experience Kiosk - including selling gift cards and any additional services that may be required
- Interacted with all internal and external customers in a courteous and professional manner, by providing effective service by listening, maintaining eye contact and understanding the customer's needs.
- Maintained store knowledge about merchandise, price points, and gift suggestions to ease shopper's path to purchase.

SCOTIABANK – GLOBAL WEALTH MANAGEMENT, SUMMER INTERN May 2019 – August 2019

- Assisted the Mutual Funds team in placing trades on a daily basis with the Domestic Market
- Completed daily reconciliation reports - OSP's, Net Sett, IAT's, Switch OSP's, Transfer, Stats etc
- Processed outgoing wires on a daily basis to reconciling redemption orders as needed and settle purchase orders
- Met daily deadlines for placement and booking all trades (Pre-book and Fundserv eligible trades)
- Investigated and responded to internal/external requests and inquiries
- Contracted pre-book orders that were placed by Trust Officers

SCOTIABANK - GLOBAL BANKING AND MARKETS, SUMMER INTERN May 2018 – August 2018

- Nominated as one of the Top 100 Summer Students within Scotiabank
- Assisted the VP in creating a system to investigate past due invoices, receivables and payables in order to rectify discrepancies and prevent credit losses
- Collaboratively assisted the Corporate Lending department, with processing corporate loans and reconciliations for Canadian, US and UK clients
- Coordinated and efficiently eliminated backlog project within the Toronto Trade Services Centre team (Import and Export Letters of Credit, Documentary Collection, and the Standby Letter of Credit processing team)

LONGO'S GROCERY STORE, CUSTOMER SERVICE REPRESENTATIVE JUNE 2016 –May 2019

- Customer Service Representative (2018 - 2019): managed front end activities at the Personal Touch Services counter
- Cashier (2017 - 2019): Trained new employees on cashier duties; Received outstanding customer service recognition
- Loft Event organizer (2017 - 2019): Assisted in chef classes, summer camps and specialty events
- Starbucks Barista (2016 – 2017): Handcrafted and personalized authentic Starbucks drinks

BRIANNA'S BEAUTIFUL CARDS, OWNER www.briannasbeautifulcards.ca August 2015

- Government of Ontario (Summer Company) Youth Entrepreneur Program Award Recipient
- Launched company: Created business plan, marketing plan, website, sales and managed accounting records

EXTRA-CURRICULAR & COMMUNITY LEADERSHIP

Ryerson University 2017 – 2020

- Arts Ambassador, responsible for planning of socials and networking events for Ryerson Arts Students
- Selected for focus group to improve first year admission processes

L'Arche Daybreak (an establishment for adults with intellectual disabilities) 2014 - 2018

- Committee Member for the annual "Walk with Hope" community fundraising event
- 2017 RBC Make 150 Count award recipient: Used funds to enhance L'Arche Daybreak revenue operations