

MAX GRIGOROVICH

SKILLS AND QUALIFICATIONS

- Strong communication and organizational skills to meet tight deadlines in a high-pressure environment, excellent problem-solving skills, and effective interpersonal skills
- Established customer service and administrative experience in the millwork industry
- Proven ability to schedule, plan and prioritize tasks, and meet conflicting demands
- Demonstrated high level of attention to detail, exercise high degree of tact, initiative, and good judgment
- Effective team player with proven leadership abilities
- Strong communication skills, both oral and written
- Extensive computer and MS Office skills (Excel, Outlook, Word, Access, PowerPoint)
- Experienced working with SAP / ERP systems (Jonas) and PM software (MS Project, Visio)

EMPLOYMENT EXPERIENCE

E-commerce specialist

Dec. 2015 – present

Green Moolaa Buy and Sell
Brampton, ON

- Listing products in marketplaces using the right optimising techniques
- Managing inventory on marketplaces
- Reviewing and directing incoming email and phone calls
- Responding to customer enquiries and other daily tasks of printing, packing and dispatching orders
- Processing over \$20,000 in online sales monthly
- Creating new adverts on different E Platforms
- Pricing products to include shipping and calculating profit margins
- Monitoring and editing existing listings on line
- Checking and recording stock levels
- Developing and tracking spreadsheets

Operations Manager

Nov. 2014 – Oct. 2015

Fortino Custom Cabinets
Woodbridge, ON

- Resolved customer enquiries regarding products, service and installation
- Handled and reviewed all incoming orders and processed invoices
- Scheduled service and installation calls
- Provided regular service updates
- Implemented and maintained service reports
- Reviewed deficiency lists

- Trained and supervised the scheduling coordinator
- Designed and implemented PO tracking system to ensure that all suppliers' orders are accounted for
- Streamlined reporting, scheduling and booking procedures
- Resolved all customers' complaints and organized order monitoring system
- Optimized paperwork flow within the company
- Organized reporting system for installers and service technicians
- Closed multiple outstanding work and service orders worth over \$100,000

Assistant Manager
Huntwood Industries
Regina, SK

Nov. 2012 – Nov. 2014

- Assisted the manager in planning, directing and evaluating the Regina branch operations
- Managed, delegated and co-ordinated jobs until completion, including delivery, installation, inspections and field service
- Communicated with customers regarding issues and concerns, resolved customer complaints when the manager was not present
- Processed and reviewed invoices, profit loss reports and purchase orders
- Provided training to scheduling coordinators and assigned duties as required
- Assisted manager in the hiring and training of new employees
- Reviewed orders, ordered parts, scheduled delivery of cabinets
- Performed filing and general office duties as required

EDUCATION

Bachelor's degree in Applied Business 2011

Niagara College, Niagara-on-the-Lake, ON

- Obtained practical business administration knowledge

Postgraduate Certificate in International Business Management 2010

Niagara College, Niagara-on-the-Lake, ON

Master's Degree in Project Management, GPA 3.53 2009

(Evaluated by World Education Services Canada)

State University of Management, Moscow, Russian Federation.

ACHIEVEMENTS AND AWARDS

- Niagara College President's Honors Roll (2009, 2010, 2011).
- Niagara College Top International Student Award (2010, 2011).

References available upon request