

Stephen McMahon

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Skills & Abilities

CUSTOMER SERVICE

- Strong interpersonal skills with the ability to maintain a positive attitude under pressure
- Exceptional analytical and problem-solving skills
- Excellent organizational skills and strong customer service orientation
- Exhibit adaptability and flexibility in order to meet multiple deadlines

SALES

- Meet with clients to determine needs and provided expert advice on available products and services, upselling as appropriate
- Negotiate with clients to determine a mutually beneficial investment for website services
- Assist clients with marketing plans, demonstrating “outside-the-box” creative solutions to develop nontraditional, attention-grabbing promotional materials
- Empathetic listener, combining patience, determination, and persistence to understand and assist with clients questions and concerns

COMMUNICATION

- Strong presentation, demonstrating and negotiating skills
- Confident, articulate and professional speaking abilities
- Highly skilled in providing information and answering questions regarding products and services
- Exceptional computer skills with advanced proficiency in Adobe Creative Suite (i.e. Photoshop, Illustrator, InDesign, etc.) and Microsoft Office (Word, PowerPoint, Outlook, and Excel)

TEAMWORK

- Possess a strong commitment to team environment dynamics with the ability to contribute expertise and follow leadership directives at appropriate times
- Thrive in a team environment and work well with others
- Ability to collaborate with colleagues on special projects and daily tasks as required

Education

SMALL BUSINESS & ENTREPRENEURSHIP DIPLOMA | DURHAM COLLEGE | 2016 - PRESENT

- Marketing, Operations, Accounting, Management, Human Resources

COMPUTER GRAPHIC DESIGN DIPLOMA | HERZING COLLEGE | 2010-2011

- Honours & Dean's List

MULTIMEDIA DESIGN & PRODUCTION DIPLOMA | HUMBER COLLEGE | 2008 -2009

Experience

EQUIPMENT RENTAL ASSOCIATE | DAGMAR SKI RESORT | WINTER 2016 SEASON

- Provide excellent customer service and assistance to skiers and snowboarders wishing to rent equipment from the ski resort; recommend sizes and styles depending on skill level, age, and size.

FREELANCE GRAPHIC DESIGNER | STEPHENMCMAHON.CA | 2007-PRESENT

- Establish strong, collaborative working relationships with small business owners in order to meet their business requirements. Design creative materials for websites, AD's, DVD's and various music packages, as well as marketing materials including catalogues, brochures and POP. Take the initiative in marketing product development, demonstrating "outside-the-box" creative talents to devise nontraditional, attention-grabbing promotional concepts.

FRONT-END DESIGNER/DEVELOPER | PRIMUS TELECOMMUNICATIONS | 2015-2016

- Designed advertisements for internet use. Designed and implemented new corporate website. Created websites, newsletters and search engines from scratch using HTML, CSS, JavaScript, and PHP. Worked closely with other Designers and Developers on major website projects. Provided art direction for ads being use on the website.

FRONT-END DESIGNER/DEVELOPER | TRAVELBRANDS, INC. | 2012-2014

- Designed advertisements for internet use. Designed large scale animated advertisements for sports stadium use. Created websites, newsletters and search engines from scratch using HTML, CSS, JavaScript, and PHP. Worked closely with other Designers and Developers on major website projects. Provided art direction for ads being use on the website.

SALES REPRESENTATIVE | UPS STORE | 2011

- Operated store on a day basis. Handled equipment such as printers, computers, cardstock cutter, and cash register. Provided customer service for a wide variety of reasons. Handled items to be shipped for mail and provided packing. Provided service with graphic designs and printing solutions.

CUSTODIAN | BETH AVRAHAM, SYNAGOGUE | 2006 - 2008

- Kept venue sanitary with cleaning methods and practices. Operated cleaning equipment such as vacuums, buffers, leaf blowers, and lawn mowers. Prepared venue for events such as wedding and bar mitzvahs by organizing and placing tables and chairs, along with table cloths, placemats, and other decorative items.