

Scott J. Grant

Email: scottigrant1@gmail.com

Phone: (289) 991 3646

SUMMARY OF QUALIFICATIONS

- Excellent time management and organization skills with the ability to function in a fast-paced, multi-faceted environment
- Proven ability to function as a member of a high-performing team and demonstrates informal leadership skills
- Superior analytical and decision-making abilities
- Experience using a wide array of software packages including Microsoft Office, Adobe Creative Suite, and various internal databases

PROFESSIONAL EXPERIENCE

Creative Consultant & Graphic Designer (Freelance)

Physiomed & BIB Communications (2012 – 2017)

- Create spec and mock-up designs for online, print and commercial advertisements
- Design print and digital material for a variety of brands and companies, obtained position of Lead Designer for all Shock Absorber International campaigns, pitched concepts to clients and management for sales promotions, flyers, advertising brochures, design logos and business cards
- Created all material for the Canada wide “Ban the Bounce” charitable campaign; which successfully reached fundraising goal for the Canadian Breast Cancer Foundation
- Used problem solving skills to probe for information to satisfy client’s requirements for art design while keeping to industry standards
- Collaborated ideas during brainstorming sessions, managed and designed material for social media platforms

Account Coordinator & Sales Representative

Orthotic Energy (2015 – 2016)

- Spearheaded the rollout of new sales and promotional material by collaborating with a graphic design team to design and develop written and visual content for a “15 Year Anniversary Sale” promotion
- Sold and marketed products and services by building strong stakeholder relationships with practitioners and office managers through responding to inquiries, providing detailed and accurate information and explanations of promotions, products and services available to clients
- Used organizational, time management, and multi-tasking skills to schedule meetings with clients and management
- Referenced, researched, and applied relevant rules, regulations, and guidelines when training as an orthotic technician

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Customer Care Agent (Special Project Assignment)

East Contact Centre Service Branch, Service Ontario (2014 - 2015)

- Use customer service skills to respond to client inquiries to provide accurate information specific to the new Ontario Retirement Pension Plan (ORPP) program as well as general inquiries
- Effectively probe for information to analyze and assess underlying caller needs to direct them to appropriate Ministries and programs through the incoming General Inquiry line and ORPP line
- Manage time and utilize organizational skills to multi-task and work effectively in a fast-paced, high-volume environment
- Use interpersonal skills to collaborate, engage and energize team members to ensure that operational requirements are being met
- Apply clear and concise oral communication skills to provide detailed explanations and educate callers on details and their eligibility for the ORPP program
- Utilize ICEBAR, ISS (Inquiry Statistics System), and OASIS databases as well as internet and the intranet to handle and enter statistics for ORPP and General Inquiry phone line calls received, to research, retrieve and summarize information
- Use Microsoft Office programs, including Outlook, Word, and Excel to communicate via e-mail and schedule meetings, develop written correspondence and reports
- Strong understanding of various policies and procedures dealing with accessibility, workplace discrimination, violence, and harassment

Education

Durham College

- **Advanced Advertising Diploma**
(President's Honours Graduate)
2009 - 2012

- **Animation Digital Production Diploma**
2017 - 2020

Relevant Courses:

- Advanced 2D Character Animation
- Rendering and Effects
- Character Modeling and Rigging

- Adobe Photoshop Design
- Advanced 3D Animation
- Marketing