

CINDY BUTCHER

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Portfolio: www.cindybutcher.design/

Experience

Freelance – Digital Media Specialist (2021- Present)

- Manage a monthly digital newsletter that reaches approximately 1,300 views a month.
- Create marketing designs for digital and print distribution.
- Weekly social media posts.
- Manage company's Facebook group.
- Assist with website improvements.

TD Bank – Data Input Officer (2021-Present)

- Coordinate with the Transition Associate over given spreadsheets.
- Input information to open new accounts from one system to the other while paying close attention to detail.
- Updating new reference numbers in the master document.

Scotiabank – Sr. Accounting Clerk (2019-2020)

- Admin tasks and support for projects as they were assigned. Categorizing volumes of 800+ daily incoming returned mail statements for customers and updating addresses where applicable.
- Participated in the end of year 10yr unclaimed project.
- Assisted with the training and cross-training of team members
- Contributed to reducing returned mail backlog volumes from over 15,000 to under 7,000 while maintaining incoming totals to be processed.

Caterpillar – Human Resource Services (2016 – 2018)

- Supported a variety of Shared Services including data entry, electronic documents archiving, solving issues, and processing customer requests.
- Organized, prioritized, and distributed the team's workflow
- Ran daily reports with the purpose of providing knowledge of updated numbers in the team.
- Actively participated in improvements and implementing positive changes.

Dell Inc. - Order Management Senior Associate (2010 – 2015)

- Processed orders from global or corporate customers based in the United States.
- Assisted the sales team and/or sales support team in resolving Order Management issues and assisted in the decision-making for each process.
- Followed process through documented policy and procedures of order entry.
- Maintained customer files with sales contacts and other information.
- Completed order entry instructions and checking all information in each item listed.
- Created a new method to maintain order entry instructions which were then used throughout the department. This helped improve accurate and faster processing, which then allowed more daily revenue.
- Received recognition for meeting and passing required metrics, successfully improving processing methods and locking in new business from the clients.

Education/ Specialties/ Skills

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| • Diploma Digital Media and Web Design - 2021 | |
| • Bachelor's Degree in Advertising and Marketing, emphasis in Computer Graphic Design- 2006 | |
| • Typing: 50+ WPM | • Photo Editing, Digital Photography, Illustrator, Photoshop, HTML5, InDesign, Animate |
| • Customer Experience, Support and Service | • Fluent in English and Spanish (speak, read, and write) |
| • Data Entry | • Knowledge of Microsoft Excel, Power Point, Word, Outlook |
| • Process Improvement | • Office Equipment |
| • Complaint Management | |
| • Customer Retention | |

References:

Alexander Eccleston | Former Supervisor at Scotiabank | alexander.eccleston@scotiabank.com | +1 647-973-8509

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