




Stefanie Winstan

Realtor & Creative Manager

CONTACT

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 29 Tisbury Pvt Ottawa, On

EDUCATION

Humber College

2019

Licensed Ontario Realtor

High School Diploma

2006

Languages

English

Spanish

SKILLS

- Experienced in managing, coaching and motivating creative teams
- Proven ability to manage projects on tight deadlines and within budget
- Possesses excellent communication, organizational and problem-solving skills
- Proficient in Adobe Creative Suite , Canva Pro nd Microsoft Office
- Well-versed in market and customer trends
- Excellent project management and team collaboration skills

PROFILE

A creative, highly organized and efficient professional with 5+ years of experience in managing creative teams and projects. Highly adept at developing and managing budgets and meeting deadlines. Proven track record for creating innovative solutions and a strong sense of accountability.

WORK EXPERIENCE

REAL ESTATE AGENT

eXp Realty

June 2020 - Present

- Develop and implement creative strategies and campaigns to meet client needs
- Manage and track project budgets and timelines
- Create and maintain a library of innovative materials for client use
- Remain up-to-date on industry trends and technologies
- Negotiate contracts and complex real estate transactions
- Provide excellent customer service to clients
- Update and maintain client files
- Research and monitor the local real estate market
- Develop marketing campaigns for properties
- Utilize social media platforms to market properties
- Participate in open houses and home tours

CREATIVE MANAGER

The Gingras Real Estate Group

June 2020 - Present

- Developed creative solutions for client campaigns
- Design multiple marketing packages and materials
- Worked closely with clients to ensure creative solutions met their needs
- Managed project budgets and timelines
- Monitored and evaluated team performance
- Research competitive products to identify and evaluate product characteristics, market share, pricing, and advertising
- Building partnerships with internal teams to establish a collaborative process and work environment
- Run the company's multiple social media accounts and campaigns

GENERAL MANAGER

Head Office Ottawa | Collaborative Office Space

October 2019 - 2020

- Managed an office of 14 commercial tenants and 50+ members
- Developed creative solutions for campaigns
- Collected monthly rent and membership fees
- Managed company budgets and timelines and performance
- Designed and planned paid advertising campaigns
- Planned, marketed and executed events of up to 200 people.

SOCIAL MEDIA INFLUENCER

Self Employed | Contract

2017 - Present

- Build strong lasting relationships with people and brands.
- Influence target markets through social media for other companies.
- Successfully established creditability in a specific market.
- Have access to a large audience and can persuade others by virtue of my authenticity and reach resources.
- Run social media accounts for multiple successful businesses.

STORE MANAGER

Starbucks Canada

August 2017 - January 2019

- Solicit feedback to understand customer needs and the needs of the community
- Use all operational tools to plan for and achieve operational excellence in the store
- Use discretion in accessing external resources to support store operations and execute district and regional initiatives
- Utilize management information tools and analyzes financial reports to identify and address trends and issues in store performance
- Monitor and manage store staffing levels to ensure partner development and talent acquisition to achieve and maintain store operational requirements
- Utilizes existing tools to identify and prioritize communications and regularly uses discretion to filter communications to the store team
- Display a customer-comes-first attitude by training and holding partners accountable for delivering legendary customer service
- Drive the implementation of company programs by developing action plans and directly motivating and instructing the store team to implement them to meet operational and organizational objectives
- Plan, identify communicates, and delegate appropriate responsibilities and practices
- Provide coaching and direction to the team to take action and achieve operational goals
- Constantly reviews store environment and key business indicators to identify problems, concerns, and opportunities for improvement to provide coaching and direction to the store team to achieve operational goals

IN HOME CHILD CARE PROVIDER

Self Employed

September 2016 - August 2017

- Planned and applied activities to meet the emotional, bodily, intellectual and social needs of the children in my home
- Established child routines and offer constructive guidance
- Prepared nutritious meals and snacks
- Set up policies and procedures regarding disciplinary policies
- Provided play equipment and toys to kids
- Ensured kids' room is clean, well maintained and secure at all times
- Provided opportunities for sleep and rest time
- Provided daily schedules of activities
- Developed numerical activities that established math and literacy concepts Provide instant solution or call to help in case of emergency
- Kept parents informed regarding the child's development

Maternity leave 2015 - 2016

RECEPTIONIST

Kanata Medical Optometry Centre

July 2014 - September 2015

- Welcomed patients and visitors in person and on the telephone
- Kept patient appointments on schedule by notifying provider of patient's arrival; reviewing service delivery compared to schedule; reminding provider of service delays
- Comforted patients by anticipating anxieties and answering patients' questions
- Ensured availability of treatment information by filing and retrieving patient records
- Maintained accounts through recordings, updating personal and financial information
- Recorded and collected patient charges; controlled credit extended to patients; filed, collected, and expedited third-party claims
- Maintained inventory and equipment by checking stock to determine inventory level
- Helped patients in distress by responding to emergencies
- Maintained confidentiality of personal and financial information for patients
- Maintained operations by following policies and procedures
- Billed to OHIP
- Handled and faxed patient referrals
- Pre-tested patients in preparation to see a Doctor

MORTGAGE AGENT

Mortgage Forces Canada

April 2013 - 2014

- Assisted first-time home buyers and investors with refinancing, mortgage switches
- Built lasting relationships with clients, allowing focus not only on individual transactions but on furthering client's overall portfolio goals as well
- Negotiated highly favourable rates and structures
- Successfully closed challenging transactions

OFFICE MANAGER

Mortgage Forces Canada

April 2011 - 2013

- Managed Mortgage Agent meetings
- Administered weekly meetings with lenders
- Answered incoming calls and took messages
- Resolved customer service issues and inquires
- Represent Mortgage Forces in a professional manner