

## PROFILE

I am a graduate from York University and a current student at Humber Polytechnic with a passion for everything advertising. I am enrolled in classes that provide both theoretical and practical experience on topics such as ad strategy, account management, creative campaign development and brief writing. I am seeking an entry level account management/strategy position with a company that has a collaborative team that I can learn from, will help me develop my skills, and foster growth.

## CONTACT

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## HOBBIES

Family time  
Piano  
Movies/TV  
Gym  
Social Media

# CHRISTIAN VIVONA

## EDUCATION

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### York University, Toronto ON, Canada

September 2019-April 2023  
Honours Bachelor of Arts, Communications

### Google Career Certificate

July 2023-November 2023  
Certificate specialized in Digital Marketing & E-Commerce (completed through Coursera website.)

### Humber Polytechnic, Toronto ON, Canada

September 2024-April 2025  
Post-Graduate Certificate, Advertising Account Management

## WORK EXPERIENCE

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### Longo's | Grocery Clerk

May 2018–Present

- Collected shopping carts for customer convenience and satisfaction, while also creating customer relations
- Stocked shelves and replenished product in a timely manner to provide customers with an ideal shopping experience, improving time management skills
- Resolved customer concerns both in store and via telephone culminating in customer retention
- Assisted elderly, disabled, injured customers with grocery shopping, resulting in understanding other people's perspectives and empathy
- Mentored new hires in store policies displaying leadership skills
- Trained in customer service, COVID protocol, resulting in a safe and comfortable work environment

### Cyanic Clothing | Head of Communications

October 2022–July 2023

- Was a communications intern in 2022, secured multiple collaborations with local social media influencers, boosting brand awareness and sales
- Led social media strategy and outreach, increasing the total number of followers and engagement rate on Instagram
- Promoted to Head of Communications in 2023

## SKILLS

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- Writing & Research
- Customer Service
- Creative Campaign Development
- Social Media Marketing
- Organization
- Self-Starter
- Team Player
- Social Media (Instagram, Tiktok)
- Canva