

# SANTIAGO VARELA

**Portfolio:** santvarela.com

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Toronto, Ontario  
Canada

## EDUCATION

### Bachelor of Industrial Design

Humber College  
School of Applied Technology  
September 2015 - April 2019

### Design Foundations Certificate Program (Honours)

Humber College  
School of Applied Technology  
September 2014 - April 2015

## AWARDS

### 2017 Humber Industrial Design Chair Show

2nd place winner

### 2017 Jack Astors Bartending Flare Competition

1st place winner

### 2016 Crystal Fountains Industrial Design Competition

4th place winner

### 2016 Thesis Show

Telara project feature

## LANGUAGES

English (Fluent)

Spanish (Native)

## PROFILE

Hello! I'm a recent university graduate eager to expand my knowledge and apply my skills and creativity. I have worked in the customer service industry for over four years. As a result, my social skills have improved allowing me to build strong relationships with clients. My hard work, fast learning abilities, and attention to detail make me a great team player. I am always looking to learn from others and grow more in the industry.

## EXPERIENCE

### Industrial Design Intern And Manufacturing Coordinator

June 2018 - September 2018

As an intern, I was involved in design conception through to delivery. Working in the industry taught me how to exceed client's expectations and expanded my knowledge on a wide variety of manufacturing methods. Assisted engineers with assembly, and part drawings, assuring they met the standard of quality for production according to the client's requests.

### Bartender



August 2015 - December 2019

My experience in the food and beverage industry taught me the importance of teamwork while working in a fast-paced environment. Making a personal connection, providing entertainment, and meeting guests expectations was a top priority to ensure an exceptional experience.

### Customer Service and Tech Support Advisor



April 2015 - August 2016

Resolved customer requests over the phone regarding their cellphone service. Ensured customer satisfaction, and first call resolution. Proceed with refunds, troubleshooting plan changes, and equipment orders online and over the phone.

## SOFTWARE SKILLS

