

Douglas Brown

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Interior Design Manager

Inspiring Customers and Building Confidence in Design Decisions

Imaginative professional skilled in conceiving and executing design and layout solutions for residential customer spaces. Spearheads projects that meet needs of staff and clients within budgets and visions.

Team Management – Space Planning – Client Consultations – Service Excellence – Project Management
Product Knowledge – Functionality Improvements – Formal Presentations and Videos – Furniture Selection

Surpassed Revenue
Targets in 2015: **40%**

Client Satisfaction
Rating in 2015: **96%**

SAM Award Winner,
"Luna" Show Home **2014**

Professional Experience

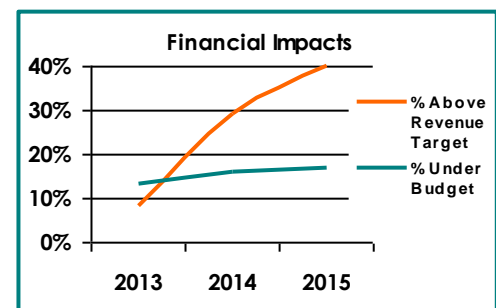


New Homes Ltd. – Edmonton, AB
Interior Design Supervisor (2013 – Present)

2007 – Present

Coach five interior designers, overseeing in-house and external training and scheduling designers for browsing days at design studio. Resolve customer concerns and construction issues. Review files, work-in-progress sheets, and invoices. Orchestrate opening and closing of show homes, booking movers and inventorying furniture. Liaise with suppliers for purchasing latest products for studio displays.

- **Project managed complete design studio renovation**, delivering studio that meets customer needs, showcases materials, and has adequate workspace for appointments.
- Launched incentive program and recognized designer skill sets to encourage collaboration, **surpassing revenue targets and achieving expenditures under budget**.
- **Scripted, produced, and hosted online tutorials** on a variety of design topics, appearing in print and TV ad campaigns to reach additional customers.



Interior Designer (2007 – 2013)

Executed design visions at show homes targeting specific demographics and potential buyers. Guided clients in design selections for cabinets, hardware, countertops, flooring, tile, paint, roofing, siding, stucco, and trim. Communicated with customers, project managers, and trades on ongoing construction projects. Documented change orders and followed up with customers for necessary signatures. Mastered knowledge of architectural guidelines for communities in and around Calgary.

"I want to say a big thank you for making my home a beautiful one. Your guidance, patience, and expert advice has led to an impeccable home." – New Homes Ltd. Customer



Custom Flooring Solutions Inc. – Edmonton, AB
Interior Designer, Sales Representative

2002 – 2006

Consulted with customers and builders, taking site measurements and take-offs for all flooring. Collaborated on residential and commercial design projects involving carpet, resilient, tile, laminate, and hardwood floors. Inspected locations and provided quotations, presenting sample boards to clients. Designed showroom and graphics, and merchandised.

Self-Employed, Royal Cruise Lines – Vancouver, BC and Montreal, PQ
Actor, Singer, Dancer

1996 – 2002

Performed in local productions and headlined shows on international cruise ships, acting as show manager and dance captain for two contracts. Assisted with guest relations and safety protocols.

Johnson Manufacturing Ltd. – Edmonton, AB
Interior Designer

1992 – 1996

Optimized space planning for office system layouts involving CAD operations, detailing, and material and finish specifications. Designed and prepared trade show booths. Liaised with product development team, conveying customer needs. Selected materials for new projects.

Education and Professional Development

Interior Design Technology Diploma – Montreal Technical Institute, Montreal, PQ

Professional Management Certificate – University of Alberta, Edmonton, AB

Technical Skills

Microsoft Office Suite (Word, Excel, Outlook) | Homefront Profit Builder | Arris | Teklynk Labelview



"We wanted to let you know how much we appreciate all you did...We love the new house and a lot of that is because of the work we did with you along the way. You did a great job helping us out and wanted to make sure you knew that...People are lucky to have you helping them out and we are proof of that."

– New Homes Ltd. Customer

Strategy Statement: International Resume

This resume is written in Canadian English.

Douglas needed a resume that showcased not only his talents in interior design, but also his leadership skills as he aimed to progress into more senior/managerial roles as an Interior Design Manager within the homebuilding industry. He was excited to provide photos of his prior design projects and many quantitative facts about his time in a supervisory role.

Following our consultation, Douglas provided multiple samples of his favorite patterns, colors, and other design inspirations. From one of the patterns provided, I created (using MS Word shapes) the three circle "logo" for the top of his resume. Additional design elements include the three achievement boxes, several photographs, a graph detailing his financial achievements, and two testimonials.

Douglas felt that the reason his clients were consistently satisfied with his work was because he made them feel at ease in selecting designs for their new homes as he walked them through the design process. His goal was to build their confidence in not only him (and his employer), but in themselves as designers. This skill set formed his value proposition and is supported by the testimonials from his clients.

One prior role (in performing arts) that isn't directly related to his target was included as it highlights his creative abilities, comfort with public speaking, and sets him apart from other applicants. A section for his technical skills was also included with industry-relevant applications.

Douglas was thrilled with his new career documents and ready to start networking.