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Nicolas Ruzza

Working Experience

M.A.C Cosmetics

August 2017-Present

Makeup Artist

- Engaging with customers, and providing a customer service to enhance the experience in store.
- Understanding product lines including skin care and makeup in order to advise customers on what would be best for them
- Providing in store Makeup applications for events, always demonstrating the dos and don'ts of certain products to encourage customers to understand the use of each product.
- Learning new makeup techniques to accommodate customer's needs.

La Baie Hudson

April 2017-August 2017

Beauty Advisor-Lancome

- Engaging with customers, and providing a customer service to enhance the experience in store.
- Understanding product lines including skin care and makeup in order to advise customers on what would be best for them
- Providing in store Makeup applications for events, always demonstrating the dos and don'ts of certain products to encourage customers to understand the use of each product.

Vox Data

March 2016-April 2017

Customer Service Agent

-Assist customers with their issues with their Koodo Telephone Services. Providing education and troubleshooting methods in solve issues customers may have

-Assist customers with payments, and payment arrangements and going over the details of the Billing process in order to allow the customer to better understand the services they are paying for.

Starbucks Coffee

April 2010-Present

Barista-Shift Supervisor

-As a barista I created handcrafted beverages for customers, while also performing a high standard in customer service. I would have to be aware of all and any promotions, as well as any stock we would sell including the content and ingredients of all our coffee, tea and food products.

-As a Shift-Supervisor, I would be in charge of counting the cashes, calculating the daily deposit, as well as organizing my floor to create an efficient working environment. I would be also have to run all the breaks, and count the inventory if need be on a monthly basis.

Forever 21

Feburary 2015-April 2015

Accessories Specialist

-Prepare stock to be placed on the floor. Knowing all the trends and available product to be placed on the floor for customers. Having a keen eye for visuals, being able to organize product so that they are visually appealing as well as cohesive to the in store brands.

La Baie Hudson

July 2012-May 2013

Sales Associate-Women's Shoes

-Being engaging and dynamic with customers. Providing answers, valuable insight and knowledge about trends and styles of footwear. Being patient and open to customers' needs and allowing them the space to feel out what they want.

Internships

Dinh Ba Design

June 2012-September 2012 *Intern*

Pattern drafting, sewing and helping to put together the collection for Montreal's Fashion Week. Learning the intricacies of developing a collection from photo-shoot to release to the general public.

School

Interdec College (2017)

AEC

Makeup Design: Fashion/Beauty

- basic makeup concepts, morphology of the face and techniques to perform a proper makeup.
- Skills and information how to work in the Fashion and Beauty Industry.

Concordia University (2012-2015)

Bachelor of Fine Arts

Design for the Theatre

- Costume Designer for *A Midsummer Night's Dream* (William Shakespeare) directed by Amanda Kellock/ November 2015
- Puppet Designer for *The Saint Plays* (Erik Ehn) directed by Clea Minaker/ February 2015
- Actor in *Tonight We Play a Soggetto* (Luigi Pirandello) directed by Alessandro Mercurio/ February 2014

College Lasalle (2008-2011)

Diplôme D'études Collégiales

Fashion Design-Pattern Drafting, Sewing, Photoshop and Illustrator Work.
tume Design-Historical Costume, Dance Costume and Fantasy Costume projects.

Cos-

Committees

Student Delegate on Concordia Equity Committee
2015

Helping the student body be aware of their rights when working within the department, including student-teacher relations, working with an outside director and the Concordia University production staff. As well as letting the students know they have a body there to allow the dialogue to happen between staff and students.

Vice President of Outreach for CAST

2014-2015

Updating the student body on goings on in the Theatre Department, including events, workshops, shows and curriculum changes given out by the Theatre Department Administration.

Skills and Languages

English-Read/Written/Spoken (Mother Tongue)

French-Read/Written/Spoken

Photoshop
- 9 years experience

Illustrator
- 7 years experience

Microsoft Office (Word/Excel/Powerpoint) - 10 years experience