

ADAM J. GILLIS

SUMMARY

Created and maintained detailed project plans, schedules, budgets, and documentation across multiple projects, utilizing Microsoft Dynamics 365 to track project information, manage customer interactions, and support workflow coordination

FIND ME ONLINE

 Online Portfolio
sandcastledesign.ca

 LinkedIn
linkedin.com/in/adamjgillis

 Instagram
instagram.com/adamgillisphoto

 Facebook
facebook.com/adam.j.gillis

SKILLS

Key Skills & Programs

Microsoft Dynamics 365 Customer Engagement (CE)

Adobe Creative Suite (Photoshop, Illustrator, InDesign, etc.)

Adobe Acrobat Pro (Including Imposing Software like Pit Stop)

Microsoft Office Suite (Word, Excel, Outlook, PowerPoint)

Estimating, Quoting & Upselling

Excellent Written & Verbal Communication

Relationship Building & Customer Engagement

EDUCATION

Interdisciplinary Design

NSCAD University

2004 - 2009 Halifax, Nova Scotia

- Typography, Photography, Package Design, Cinematography, Web Design, Graphic Design, Video Production

Project Coordinator | Creative & Digital Solutions

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Toronto, Ontario M4L-1V5

EXPERIENCE



Founder / Head Creative

01/2017 - Present

Sand Castle Design

- Developed and designed websites on the WordPress platform
- Increased website uptime to 99.95% by implementing SEO strategies and backup systems, safeguarding from outages.
- Developed additional materials including photography and package design



Project Advisor

10/2022 - 07/2026

The Printing House

Toronto, ON

- Successfully managed over 5 projects daily, resulting in meeting the goal of 100% of deadlines on time and within budget.
- Created and sustained detailed client plans, schedules, budgets, and documentation across several projects
- Monitored print quality processes and implemented adjustments as required to maintain standards
- Analyzed customer feedback to detect opportunities for product improvements



Bakery Team Member

05/2020 - 10/2022

Whole Foods Canada

Toronto, Ontario

- Managed opening and closing procedures for commercial oven operations
- Improved customer satisfaction by addressing an average of 20+ daily customer inquiries promptly to ensure positive interactions
- Maintained fully stocked workstations to support uninterrupted operations
- Conducted daily sanitation of equipment, ensuring compliance with safety standards



Graphic Designer

01/2019 - 05/2020

The UPS Store in the Beaches

- Increased client retention by meeting 10+ daily deadlines
- Created daily marketing materials, including catalogs and stationery
- Styled and designed graphics, managing illustration resizing and arrangement



Assistant Store Manager

05/2017 - 06/2018

Shoppers Drug Mart

Toronto, ON

- Supervised a team of about 10 personnel across various departments
- Handled merchandise orders to optimize store inventory management
- Kept store shelves organized in alignment with plan-o-grams
- Executed campaigns and promotions aimed at advancing goods and services



Head Creative / Graphic Designer

05/2012 - 12/2016

Templ Media

Toronto, Ontario

- Increased innovative project outcomes by 100% by contributing creative ideas in daily conceptual brainstorming sessions
- Significantly increased project approval rate by developing 5+ concept mock-ups for web and mobile applications daily
- Developed graphics that simplified complex messages for better audience understanding
- Utilized design software to create polished web layouts and illustrations, ensuring professional presentation