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AMY LETOURNEAU

SKILLS

- SALES + CUSTOMER RELATIONSHIPS
  - Customer Relationship Managment
  - New Business Development
  - Customer Needs Analysis
  - Product Specification + Reccomendations
  - Sales Follow-up + Enquiry Management
  - Quoting + Proposal Development
  - Customer Service
- CONSTRUCTION + MATERIALS
  - Construction + Design-Build Experience
  - Building Materials + Product Specification
  - Technical Documentation
  - Contractor + Trade Coordination
  - Construction Methods + Industry Standards
  - Site Visits + Project Coordination
- PROCUREMENT + OPERATIONS
  - Procurement + Supplier Coordination
  - Ordering + Fulfilment
  - Delivery + Installment
  - Budget Tracking
  - Scheduling + Organisation
  - Stakeholder Management
- MARKETING
  - Digital Marketing
  - Customer Acquisition
  - Social Media
  - Budget Tracking
  - Graphic Design + Content Creation
  - Brand Development

EDUCATION

• **Bachelor of Applied Interior Design** / CIDA Accredited 2008- 2012 - Mount Royal University / Calgary AB

• **National Certification for Interior Design Qualification/ NCIDQ** 1st Exam Certified 2013/ Calgary AB

• **MBIE NZ Building Code Courses** - Current Training in New Zealand Building Code Industry standards online through the NZ Ministry of Building, Innnovation & Employment.

• **North American AB + BC Building Code**- certifications complete in Bachelor's Degree training and 1st year in Industry in Alberta, Canada. 2010-2013

• **International Building Code Certificate** - Knowledge for standards in Carribean + North America. 2011

PROGRAMS

- **AutoCAD Architecture - Project Works + ProKitchen- Software**
- **Revit, Cheif Architect & ArchiCAD base knowledge** - increasing skills while enrolled in training programs
- **Adobe Creative Suite** - Acrobat/ Photoshop / InDesign / Illustrator
- **Google Docs, Sketch-up 8 + Google Sketch-up Pro**
- **Microsoft Office Suite** / Excel, Word, Powerpoint, **Keynote**
- **Macintosh iWorks,** iMovie, Numbers, Pages
- **Project Management, Estimating, & Time Tracking - BuilderTrend, Exact-Time, Cost-X, XeroMe, Click-Up +Notion**

ABOUT ME

Commercially minded sales, design and project professional with 10+ years' experience across construction, design-build, commercial furniture, interiors, retail and customer service. Qualified Interior Designer with strong knowledge of building materials, construction methods, product specification and project coordination.
A proactive and organised communicator with a practical understanding of budgets, timelines and customer expectations, looking to build on existing construction and sales experience within the New Zealand build industry.

WORK EXPERIENCE

DESIGN + MARKETING COORDINATOR
AG COMPLIANCE SOLUTIONS - Raglan/ Hamilton, New Zealand
2026 (Casual Contract)
Agricultural Compliance/ Home Inspections

DESIGN + MARKETING COORDINATOR /SALES ASSISTANT
RALPH RANCH NZ - Gordonton/ Hamilton, New Zealand
2026 (Casual Contract)

CUSTOMER CLIENT COORDINATOR /ADMIN ASSISTANT & MARKETING
SAFETY MANAGED & SIMPLIFY - Raglan/ Hamilton, New Zealand
2026 (20 hrs/ week Contract)
Health & Safety Advisory & Digital H&S System Provider

- Head customer service & client coordinator for Simplify System by Safety Managed. Digital Health & Safety system.
- Managed customer enquiries, onboarding and ongoing client relationships, acting as a key point of contact throughout the customer journey.
- Identified customer needs, provided product and service guidance, and coordinated appropriate solutions with internal teams.
- Conducted customer follow-ups and engagement activities to support satisfaction, retention and ongoing sales opportunities.
- Developed customer-focused marketing and promotional content to generate interest and support sales conversations.
- Coordinated communication between customers and internal teams to ensure enquiries, requirements and service delivery were managed efficiently.
- Maintained organised customer information, communications and administrative records to support smooth day-to-day operations.

CUSTOMER SERVICE & SALES ASSOCIATE
ARTISAN & MERCHANT LTD. - Raglan, New Zealand
2025 Spring-Summer seasonal contract
Sustainable Fashion & Homewares Retail

- Delivered personalised customer service, product advice and recommendations, building rapport with new and returning customers.
- Identified customer requirements and matched customers with appropriate products and solutions.
- Managed customer orders from product selection and processing through preparation, packaging and fulfilment.
- Supported inventory management, vendor coordination and daily store operations.
- Maintained high presentation and merchandising standards within a premium retail environment.
- Stepped into an interim management role, taking responsibility for day-to-day operations and supporting sales and customer service.

INTERIOR DESIGNER & ASSOCIATE
INTERIOR CONCEPTS LTD. - Grand Cayman, Cayman Islands
2022 - 2023 (Internaional Short Term Work Permit)
Interior Design - Multi-unit Residential, Commercial & Furniture Design

- Managed interior design projects from initial client consultations through design development and construction documentation.
- Translated client requirements into functional space plans, design concepts, finish palettes, and furniture solutions.
- Produced construction drawings, permit packages, millwork details, design presentations, and consultant coordination documents.
- Coordinated with engineers, consultants, contractors, and suppliers throughout design and construction phases.
- Supported client engagement and business development through project marketing and social media content creation.

CERTIFICATIONS

- **Advanced AutoCAD Training - 2022 + Introductory Revit Training**
- **MyDoma & BuilderTrend - Design & Project Management Software training - 2022**
- **ProKitchen & 2020 Design Software Training - 2021**
- **ProjectMatrix - Furniture Specialization & Specification Software Training 2022**
- **LEED (Leadership in Energy Efficient Design)** North American Sustainable Design Training - 2012
- **400hr RYT Vinyasa, Ashtanga & Traditional Hatha Yoga Teacher** Rishikesh Yoga Teacher Training Center -July 2023
  The Practice' Canggu Bali, Indonesia - June 2025
- **200hr Advanced Yin Yoga Certified Teacher**
  Yin Culture Bali, Indonesia - 2023 & Sri Lanka 2026
- **Certified Breathwork Facilitator** - Breathworks Academy -October 2023 - February 2024
- **PEAK SAFETY** - BackCountry & General Outdoor Adventure First Aid Training- August 2025
- **Avalanche Safety/ Search and Rescue**- 2015 -2018 + 2024 Winter
- **Molchanovs Wave 2 FreeDiver - October 2023**
- **Nitrox certified & Advanced Open Water Scuba Diver** - August 2023
- **Red Cross First Aid** - April 2022
- **WHIMIS & Worksafe BC** - Works Place & Hazardous Materials Safety Training - April 2011

VOLUNTEERING

- **Kindergarten Yoga Teacher & Teacher's Aid Relief** - Waikato Kindergarten Association New Zealand - 2026
- **Guest Yoga Teacher** - Aro-Ha Wellness, Glenorchy, NZ - 2026
- **World Surf Leauge** - Surf Competition - Raglan, NZ - 2026
- **Young Adult Yoga Instructor** - Cayman Prep Highschool Cayman Islands - 2023
- **Yoga Instructor** - Various Studios in Canada, Cayman Islands, & Cozumel Mexico - 2023
- **Children's Aid - Primary School Lombok**- Fundraising in Senggigi Lombok, Indonesia - 2023
- **MUDFISH No Plastic Non-for-Profit** - Ocean Conservation & Children's Swim Aid in Amed, Indonesia- 2023
- **Cayman Islands Humane Society**- George Town, Cayman Islands, 2021 - 2023
- **Sailing the Farm** - Farm & Sailboat Volunteer work- Norway, 2019
- **Communidad Inti Warra Yassi / Animal Rescue / Park Machia** Bolivia, 2017
- **Wild Sun Animal Rescue** - Costa Rica, 2016
- **Rocky Mountain Wine & Food Festival** - Calgary Alberta, Canada, 2013, 2014, 2015
- **Mustard Seed Homeless Center** - Calgary Alberta, Canada, 2010/11

REFERENCES

- Available upon request

WORK EXPERIENCE

INTERIOR DESIGNER / ARCHITECT

PHOENIX GROUP -CONSTRUCTION & DESIGN - Grand Cayman, Cayman Islands
2019 - 2022 + 2024 (3 month International Wor Permit)

Design-Build-Manage & Construction Group

- Built and maintained strong relationships with clients, contractors, architects, trades, suppliers and manufacturers, acting as a key point of contact throughout projects.
- Managed sales and project opportunities from initial enquiry and client consultation through specification, quoting, procurement, delivery, installation and completion.
- Oversaw procurement and supplier coordination, including product sourcing, ordering, lead times, delivery scheduling and coordination with site requirements.
- Coordinated materials, products, trades and suppliers across multiple projects, ensuring requirements were communicated clearly and deliveries aligned with project schedules.
- Prepared product specifications, quotations, proposals and project documentation, using technical knowledge to recommend appropriate materials and solutions.
- Worked closely with project managers, site supervisors, architects, engineers, Health & Safety personnel and trades to maintain clear communication and resolve issues affecting project delivery.
- Assisted with project budgets, cash-flow tracking, subcontractor and supplier payments, and project accounting to maintain commercial oversight.
- Reviewed project schedules and identified potential delays, deficiencies and supply or trade issues, communicating impacts and coordinating solutions to keep projects progressing.
- Conducted site visits, project meetings and walkthroughs with clients, contractors and trades to monitor progress, confirm requirements and address issues.
- Managed project documentation, specifications, submittals, contracts and supplier information through project management systems, maintaining accurate records and follow-up.
- Supported business development and customer relationships through professional presentations, product knowledge, client consultation and ongoing project communication.

ASSOCIATE DESIGNER

MAKE DESIGN LAB INC. - Calgary, Alberta, Canada
October 2013 - November 2015 / April 2016 -October 2016

Corporate, Retail, Hospitality & Industrial Design

- Supported business development and client relationships within a growing design and construction-focused business.
- Led client meetings and gathered project requirements, budgets and priorities from initial consultation through project delivery.
- Developed material selections, finish specifications and FF&E packages aligned with client requirements and project budgets.
- Prepared proposals, presentations, bid packages and project documentation to support sales and project procurement.
- Reviewed contractor submissions and supported contractor selection and project coordination.
- Coordinated communication between clients, consultants, contractors and suppliers to keep projects progressing to programme.
- Managed project administration including meeting minutes, progress tracking, documentation, deadlines and follow-up.

DESIGN/BUILD + SHOWROOM ASSISTANT

HOME RENOVATION CENTRE. - Invermere, British Columbia, Canada
Summer 2011 + 2012
Home Renovation Company

- Supported showroom sales and customer consultations across furniture, finishes and interior products.
- Assisted customers with product selection, finishes and design solutions based on their requirements and budget.
- Supported the owner/interior designer with furniture packages and selections for residential design projects.
- Maintained showroom organisation, product presentation and customer-facing displays.
- Coordinated product information, selections and customer requirements to support smooth project delivery.