

Ryen Payne

(289)-697-4491

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Skills

- Energetic and communicative achiever with strong listening, organizational and time-management skills
- Excellent collaborator across multiple group and team settings
- Bilingual status (French & English)
- D365/CRM, full Microsoft Office Suite and Adobe Creative Suite
- Smart Serve Certified 2025 (250123635487)

Work Experience

Meridian Credit Union (Member Service Representative)

2022-2024

- Proficiency in Meridian software systems - D365/CRM, ACE, Ovation, Encore, as well as government websites pertaining to financial transactions
- Performing front line transactions including large cash deposits & withdrawals, utility bill payments, government remittances, insurance sales, and currency exchange
- Completing accurate daily cash reconciliation
- Maintaining full compliance with government banking regulations and company policies & procedures
- Completing quarterly compliance training
- Keeping well informed of Meridian banking products and services in order to increase company revenue and provide financial benefits to Meridian members

Freelance Graphic Designer

2022-Present

- Proficient in:
Adobe Creative Suite (Photoshop, Illustrator, InDesign, After Effects, Premiere Pro)
Microsoft D365 (Teams, Outlook, Excel, Word, PowerPoint)
- Technical Skills
Logo, Print, Vector, Layout, and Branding Design
Typography
Web Design (Figma, HTML, CSS, JAVA)
Motion Graphics
Image Editing and Retouching
- Utilizing creativity, flexibility and strong attention to detail to produce top quality work that fulfills clients' specific requests and incorporates client-specific needs
- Strong communication skills with clients and design colleagues
- Demonstrated ability to work independently, take initiative, and problem solve on a diversified workload with rapidly changing priorities and challenging deadlines

Roots Canada (Customer Service Associate)

2021-2022

- Processing POS transactions including in-store and online merchandise sales, exchanges and returns
- Promptly greeting customers and assisting with questions and purchase selections
- Promoting in-store marketing campaigns with an emphasis on increasing UPT targets
- Completing product knowledge webinars
- Maintaining consistently high store presentation standards
- Ensuring adequate inventory levels
- Promoting a pleasant shopping experience
- Assisting with marketing initiatives and store display changes

Rona (Customer Service Cashier)

2020-2021

- Working with customers to determine product and service needs
- Processing POS sales, returns and online orders efficiently and accurately
- Resolving customer experience issues to the customers' satisfaction
- Utilizing team collaboration in a fast-paced and rapidly changing environment
- Performing daily accurate cash & POS reconciliation
- Ensuring adequate inventory levels
- Maintaining consistently high store presentation standards

Education

2022 - 2025

Niagara College

Graphic Design

- 3 Year Advanced Diploma
- 89% GPA

2018 - 2022

Governor Simcoe Secondary School

(September 2018-2022)

- Honour Roll recipient 2018-2022
- Received OSSD - 95% GPA

Awards & Achievements

- Off the Wall Art Show Award – 2019, 2021, 2022
- Honour roll achievement – 2018-2025
- Governor Simcoe Secondary School Art Proficiency Award – 2022
- Rankin Cancer Run T-shirt competition winner – 2019
- Red Seal Certification on OSSD with bilingual B2