

**MAURICIO SAMPAIO BIALLY**

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2024

(Company Name)  
(Address)  
(Phone #)

**Re: XXX**

Dear Hiring Manager:

I am seeking a company where I can leverage my entrepreneurial experience and responsibility, expressing my interest in offered position at **XXX**. Taking accountability for safety, demonstrating care for the team, and contributing to building the best customer service are essential aspects that I aim to bring to the **XXX** Position.

With over twenty years of managerial experience, I have consistently demonstrated strategic thinking to drive sales growth and maintain customer loyalty across five owned businesses. As a trusted manager, I fostered positive relationships through effective communication with customers, team members, suppliers, vendors, and management peers aiming to boost sales and achieve the company's goals and objectives.

Since joining Rexall in 2019, my robust managerial experience highlights a dedication to team leadership and business development, resulting in a thirteen percent surge in sales within one year. I collaborated with the Pharmacy manager, Cosmetician, overseeing Front Store needs for efficient acquisition of supplies. I assisted in maintaining positive supplier relationships, resolving issues for on-time delivery during Covid and Flu shots campaigns, and weekly special sales to uphold inventory levels.

I created, edited, and processed purchase orders in accordance with the sales department at Precor Distributor, maintaining organized records of purchasing transactions, including invoices, purchase orders, and maintenance requests. I generated reports detailing costs and performance metrics as required, while also formatting contracts and preparing templates. I developed and maintained a filing system for both paper and electronic files on a daily basis, drawing from my office management experience.

Certified in Office Administration Course - Communication for Success at World Skills Employment Centre, through my active participation, I acquired skills such as preparing meeting minutes, writing and distributing emails, correspondence, memos, letters, faxes, and forms within a Canadian work culture.

I am attracted to the opportunity offered by **XXX**, and I firmly believe that my managerial background in building relationships with people would create a collaborative working environment and a foundation of trust. I appreciate your consideration and would be grateful for the opportunity to discuss my qualifications with you in greater detail.

Sincerely,

Mauricio Bially

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### SUMMARY

- Exhibited entrepreneurial spirit while managing five businesses over ten years. Emphasized accountability for daily business needs, overseeing teams, clients, partners, and suppliers.
- Implemented health and safety initiatives and supported departments as a health clubs manager.
- Coordinated timely orders and deliveries, scheduled technicians nationwide.
- Managed filling and recording documents, created templates and run reports to sales director.
- Demonstrated multitasking as a sales consultant and maintenance coordinator prioritizing requests to department managers at a fitness equipment dealer from 2015 to 2018.
- Efficiently managed time and priorities as a Store Manager at Rexall.

**Computer/Tech Skills:** MS Office Suite, Google Applications, Zoom, Teams, Presentation and Collaboration Tools

### RELEVANT WORK EXPERIENCE

Front Store Manager

Rexall Pharmacy, Ottawa, Canada

2019 - 2023

- Recruited, hired employees to build a strong and oriented team. Coached courses from Rexall learning platform to provide excellent customer service to support sales objectives.
- Managed and implemented marketing plans that pursued goals and objectives to increase weekly sales using guidelines from head office.
- Supported cosmetic and pharmacy departments providing supply orders, requesting maintenance as needed facilitating daily operations to excellence customer services.
- Followed business planning accordingly to expectations from head office keeping all standard regulations up to date.
- Monitored and analyzed financial reports to provide trusted advice to district leader, ensuring all efforts are being taken to a positive result.

Sales Consultant and Maintenance Coordinator

Precor Distributor, Curitiba, Brazil

2015 - 2018

- Accomplished diverse administrative duties, such as creating templates for managing worksheets and equipment orders, and designing customized layouts and document templates for both sales and maintenance teams.
- Took charge of equipment assembly and maintenance, offering timely technical support nationwide in Brazil to identify and implement solutions.
- Established a robust customer base by delivering after-hours customer service, both in-person and online.
- Promoted company products through intimate breakfast sessions with potential customers in small groups every Saturday morning.

## **OTHER WORK EXPERIENCE**

General Manager  
Fit Premium Academia, Curitiba, Brazil 2010 - 2012

- Direct and actively involved in to hiring process of the unit.
- Supervised, oriented, and trained all instructors during monthly meetings, providing guidelines for excellent customer service and communication skills through instructional videos on YouTube.
- Conducted thorough analysis and succinctly summarized P&L statements monthly, quarterly, and annually.
- Proactively sought and managed new partnership opportunities with local businesses, resulting in a notable 10% monthly increase in customers.

Coordinator  
Holistic Training Franchise, Curitiba, Brazil 2010 - 2011

- Managed technical software computer issues and administrative aspects such as supply order and maintenance requests of HT personal studios in three different cities.
- Observed standard policies executions and generated sales reports to accounts payable and invoices to Instructors.
- Responsible for recruiting and hiring instructors and organizing training sessions applying franchisor methodologies.

## **EDUCATION**

Business Administration  
Universidade Positivo, Curitiba, Brazil 2010

Physical Education  
Universidade Federal do Parana, Curitiba, Brazil 1989

## **VOLUNTEER WORK**

Group Scout President, Scout Provincial Coordinator, Scout Adults Mentoring and Coaching  
Scout of Brazil, Curitiba, Brazil 2007 - 2018

- Developed and implemented a plan for volunteer recruitment to Sao Marcelino Champagnat Scout Group, resulting in eighteen new volunteers during two years as the Cub Scout Section Leader.
- Played a pivotal role in organizing and leading monthly volunteer meetings focused on implementing the Scout method with average seventy volunteers participating both in person and online, when provincial Cub Scout Coordinator during two years.
- Acted as a trusted mentor to thirteen Scouters (volunteers), from 2011 to 2019.
- Contributed to the Regional Adults Instructor team from 2011 to 2018.

Goalball Coach  
Blind Association of Colombo (ACDEV), Curitiba, Brazil 2010 - 2014

- Created, planned and coordinated five provincials plus seven locally camp events to Cub Scouts involving up to 500 participants in each camp.
- Coached and trained teams to achieve significant results: three first-place finishes at the local level, three second-place finishes at the regional level, and one second-place finish along with one fourth-place finish at the national level.

**References available upon request.**