

Dragana NIKOLIC

CONTACT

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SKILLS

Communication

Established strong communication skills through years of customer service

Leadership

Held leadership roles in various challenging environments that strengthened management skills

Organization

Generated advanced organizational abilities through high stress situations, multi-tasking and university education

Writing

Developed proficiency in writing through years of academic writing and research

EDUCATION

Simon Fraser University

Burnaby | Sept 2011 - Dec 2014

Bachelor of Arts: Political Science Major

L.A. Matheson Secondary School

Surrey | Sept 2006 - June 2011

High School Diploma

Bronze Cross, Standard First Aid & CPR

EXPERIENCE

Sales Associate

Atmosphere — West Vancouver (Park Royal) | March 2013 - Current

Developed strong relationships with customers through product knowledge to exceed sales targets

Maintained visual standards of store to increase sales

Senior Cabin Leader

Boys and Girls Club; Camp Potlatch — Howe Sound | Summer 2008 - 2013

Responsible for safety and education of 10 students

Maintained relationships among students and counsellors

Developed strong wilderness survival skills to keep students and colleagues safe

Supervised and trained junior volunteers to create excellent leaders

Supervisor

Shoppers Drug Mart — Surrey | Sept 2008 - July 2011

Supervised all staff to ensure good customer service and store efficiency

Responsible for financial security and proper handling of store funds

Trained all new staff in cash register use and customer service

Learned how to manage high stress situations involving complaints and financial discrepancies

VOLUNTEER EXPERIENCE

Volunteer Coordinator & Events Planner

GetOnBoard BC | Sept - Feb 2014

Managed volunteers to increase capacity of organization

Planned monthly events to ensure team cohesion and goal accomplishment

Supervised volunteers and delegated responsibilities to support team leaders

Community Volunteer

North Delta Community Police | Sept 2010 - June 2011

Searched for stolen cars to create a safer community

Learned time management and professionalism in working with professionals

Soccer Coach

Whalley Soccer Club - Under 8 to Under 11 — Surrey | 2007 - 2011

Coached boys aged 7 to 11 to develop strong soccer and life skills

Managed disputes between parents and players to create a fun environment

ABOUT

Enjoys all things BC. Exploring local mountains, entertaining friends and global politics.