





KRISTEN LEE

CONTACT

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EDUCATION

UX/UI DESIGN
Career Foundry, Online
May. 2021 – Nov. 2021

BSc. Hons ANIMAL BIOLOGY
University of Guelph, Ontario
Sep. 2009 – Apr. 2013

SKILLS

Strategic & creative problem solving
Customer service excellence
Engaging team player
Meticulous attention to detail
Effective time management
Outstanding communication
Academic-Level Research
Diligent proofing & editing

EXPERTISE

Adobe Photoshop Elements
Adobe Acrobat
Microsoft Word, Excel & PowerPoint
Microsoft Outlook & Gmail
Records Management Software
Google Sheets, Docs & Calendar
Facebook, Instagram, Pinterest, etc.

PROFESSIONAL PROFILE

Through my degree, customer service and administrative experience, I have developed strong academic research and writing, superb communication, and exceptional organizational skills. I am eager to leverage my current expertise while expanding my skills in a new career.

WORK EXPERIENCE

TECHNICAL AND ADMINISTRATIVE SUPPORT ASSISTANT

Ontario Provincial Police | Forensic Identification Services | Orillia, Ontario | 2016-2021

Supported the busiest Ontario Provincial Police Forensic Identification Unit with forensic-specific assistance and office administration;

- Established new operational efficiencies by recommending and creating unit-wide, and several province-wide, adopted systems and procedures
- Independently created and updated numerous training documents and procedures in the interest of operational support and succession management
- Trained colleagues in the use of computer hardware, new programs, and specialized forensic-support documents
- Created the monthly Central Region Forensics newsletter from concept to completion, and received recognition from high-level superiors for design and content
- Provided intranet web editing for entire bureau
- Managed province-wide forensic training equipment
- Approached by management to be a member of Forensics working group to assist in the creation of an organization-wide policy; responsible for in-depth case-law research – discussed, planned, and implemented a research strategy in cooperation with an organization research specialist, reported progress in weekly project conference calls, and presented key findings in a concise format

RELOCATION SERVICES ASSISTANT

Ontario Provincial Police | Relocation Unit | Orillia, Ontario | 2015-2016

Performed customer service, financial and administrative duties in support of the Relocation Coordinator for the Ontario Provincial Police and Ministry of the Solicitor General;

- Responded to a high volume of daily phone and e-mail inquiries regarding relocation processes, policies, entitlements, and finances, and provided ongoing support to all relocating members for the duration of their relocations
- Created an entirely new set of documents including, Frequently Asked Questions (FAQ) and a step-by-step Relocation Guide, in an effort to fortify the resources available to our relocating members and simplify their experience
- Volunteered to reorganize entire electronic file storage into an intuitively navigated filing system

LANGUAGES

English (Native)
French (Limited)

INTERESTS

Visual Arts
Design & Marketing
Soccer
Podcasts
Blogging
Dog Training
Camping & Hiking
Hunting & Archery

VOLUNTEER

WRITING LETTERS TO SENIORS

Letters and Smiles
2020 – Present

ORILLIA WINTER GAMES

VOLUNTEER
Ontario Winter Games
2020

YOUTH SOCCER COACH – AGE 6



Orillia & District Soccer Club
2019

REFERENCES



BRENT ROBITAILLE

Ontario Provincial Police,
Provincial Forensic Services
Inspector | Program Manager
(705) 828-0012 
brent.robaille@opp.ca 

PATRICIA MARCELLUS

Ontario Provincial Police,
Forensic Identification Services
Sergeant | Unit Supervisor
(705) 330-4515 
patricia.marcellus@opp.ca 

LAURIE FORSYTH

Ontario Provincial Police,
Forensic Identification Support
Civilian Peer | Forensics Support
(705) 737-7457 
laurie.forsyth@opp.ca 

WORK EXPERIENCE CONTINUED

SWITCHBOARD OPERATOR

Waterloo Regional Police | Communications Centre | Waterloo, Ontario | 2014-2015

Professional and attentive first point of contact for public calls to the Waterloo Regional Police Non-Emergency Line, directing calls to the appropriate individual or department;

- Responded to 500-700 public calls per day
- Redirected calls from a crisis situation to 911 dispatch as required
- Accepted additional role assisting with electronic linking of thousands of police records; utilized my strong analytical skills and exceptional attention to detail to ensure absolute accuracy
- Trained and provided assistance to colleagues in use of records software

CUSTOMER SERVICE SPECIALIST

Loblaws (Zehrs Markets) | Orillia/Guelph, Ontario | 2007-2012

Excelled at numerous roles within Loblaws (formerly Zehrs Markets) over five year employment including, Cashier, Grocery Clerk, and Customer Service Attendant;

- Recognized for excellence in customer service by both management and customers on numerous occasions
 - Handled customer enquiries and complaints as well as answered public phone calls with a pleasant and professional demeanour
 - Accepted extra shifts in additional departments, including off-site store renovations
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PROFESSIONAL DEVELOPMENT

INDIGENOUS AWARENESS COURSE

Ontario Provincial Police | Horseshoe Valley Resort, Oro Medonte, ON | 2019

A week-long interactive, off-site course immersing students in indigenous history & culture

MICROSOFT EXCEL (LEVELS 1, 2, 3)

CTC Computer Training | Orillia, ON | 2017

Three-day course covering everything from basics to macros, pivot tables, and v-lookups

INTRANET WEB EDITOR TRAINING

Ontario Provincial Police | Online | 2017

Certification in editing and creation of web content for organization-wide intranet platform

ADMINISTRATIVE TRAINING COURSE

Ontario Provincial Police | Orillia, ON | 2015

Five-day course covering all facets of administration for government including, finance management, staffing processes, Microsoft Office Suite, timekeeping, WSIB, Freedom of Information, and Records Management

POSITIVE SPACE TRAINING

Ontario Provincial Police | Orillia, ON | 2015

LGBTQ+ Ally training focused on breaking the stigma and teaching participants to become advocates and allies available to coworkers seeking support and a safe space

COMPUTER SCIENCE: INTRODUCTION TO COMPUTER APPLICATIONS

University of Guelph | Guelph, ON | 2010

An introduction to computer programming, data organization and the social impact of computing

PSYCHOLOGY: PRINCIPALS OF BEHAVIOUR

University of Guelph | Guelph, ON | 2010

An introduction to psychology and human behaviour; biopsychology, sensory processes, perception, learning, memory, thought, language, consciousness, and motivation