



# Kristin Vaik

## Human Resources Specialist

My career spans various roles, from sales and store management to HR specialization in a leading global manufacturer of doors and windows. I'm results-driven and proactive, seeking innovative solutions with a broad perspective. I prioritize precision and proactive planning, avoiding last-minute rushes. Continuous learning is crucial, and I actively pursue professional development through diverse training programs. Known for my friendly and caring nature, I stay calm in any situation, listening and empathizing with others. Highly adaptable, I embrace new challenges with enthusiasm and efficiency.

## Contact

### Phone

+372 55577329

### Email

kristin.lapsanit@gmail.com

### Address

Rakvere city

## Education

2017-2021

**Diploma of Professional Higher Education Business Administration – Personnel Management**  
TTK University of Applied Sciences

## Driving License

B category since 2010

## Skills

- Communication
- Time management
- Attention to detail
- Teamwork
- Critical thinking

## Language

Estonian

English

## Volunteering

JCI Rakvere MTÜ - member

JCI (Junior Chamber International)

## Experience

04.2022 - 11.2023  
JELD-WEN Eesti AS

### Human Resources Specialist

I was responsible for the implementation, management, and regular updates of Estonian personnel procedures, showcasing adaptability to changing regulations. Provided valuable support and guidance to factory department managers within the scope of my expertise. Conducted training sessions for factory department managers and shift supervisors, enhancing their skills and knowledge. Actively participated in diverse personnel projects, demonstrating flexibility and commitment to organizational goals.

01.2019 - 04.2022  
Kiviõli Kaubahoov AS

### Store Manager

Ensured the smooth operation of the Rakvere Husqvarna dealership, including the store and repair workshop, and ensuring customer satisfaction. Responsibilities included assigning tasks to sales mechanics, managing the website/e-shop, preparing pre-orders and ordering spare parts, creating price quotes and invoices, handling warranty documentation, managing work hours and vacation schedules, as well as preparing and compiling documents within the specified scope of activities.

12.2016 - 07.2017  
Autoesindus OÜ

### Sales Consultant

Providing prompt and effective service to customers, presenting vehicles, preparing sales, leasing, and insurance offers, coordinating the scheduling of sold cars in collaboration with the service and parts departments, ordering additional accessories, daily engagement with customer cases on the salesperson's desk at Automasters, conveying necessary information for registration at the Road Administration (ARK), and compiling documentation. This includes handing over the vehicle, explaining its functions, and assembling and handing over all relevant documentation to the customer.

## Reference

### Kati Kukk

Director and Leading Lecturer of the Service Economy Institute of Tallinn University of Technology

Phone: +372 5258477

Email: kati.kukk@tktk.ee



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## Advanced training

10.2023 - 11.2023

JCI Estonia

### JCI Development Package - Training Series for Proactive Individuals

Feedback and Communication, Reflection, People-Centric Leadership - Christjan Schumann

Masterclass in Public Speaking - Ene Seidla

Masterclass in Time Management - Productivity Club

Working as a Unified Team, Expressing Support, Motivating and Inspiring - Meelis Lang

10.2023 - 10.2023

Rakvere Ametikool

### Designing Advertising Materials in Canva Design Program

Proficient in Utilizing the Open-Source Design Program Canva, Capable of:

Designing advertising materials using pre-existing templates

Modifying text, shapes, photos, aligning elements, and selecting colors

Adding elements, frames, and videos

Employing backgrounds and creating custom designs

Downloading and sharing various file formats

05.2023 - 06.2023

Rakvere Ametikool

### Advanced Excel Training

Has knowledge of the use cases and capabilities of MS Excel. Works in spreadsheet software (logic and table preparation for calculations, analysis). Works with extensive data tables, utilizing their functions. Can design tables. Creates and processes charts.

02.2018 - 03.2018

Reiting PR OÜ

### Personnel work

The training provided an overview of the fundamental knowledge required for human resources, covering aspects from workforce planning, the selection process, recruitment, document processing, to the planning of training sessions and development discussions. I am familiar with the principles of staff motivation and proficient in personnel documentation.

03.2018 - 03.2018

Excellence Koolitus- ja Arenduskeskus OÜ

### Written self-expression: fluent and correct language usage

During the training, I learned how to compose grammatically correct and clear official letters. Additionally, we familiarized ourselves with the latest language rules and vocabulary. We learned to express ourselves logically in writing, considering the impact and purpose of conveying a message, aiming to ensure credibility and correctness for a wide range of letter recipients.