

Kristina Hennessey

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Objective

Detail oriented individual looking for a position in Web Design to expand my skills and experience.

Skills

- Exceptional time management skills and extremely organized
- Extensive customer service experience
- Self—motivated
- Strategic thinker
- Proficient in Microsoft Office
- HTML5 and CSS

Education

British Columbia Institute of Technology
Web Design Technologies Online Course
September 2016–Present

Academy of Learning Business and Career College
Medical Office Assistant Diploma (with honors)
September 2006–September 2007

Work History

Kal Tire - Vernon, BC
Call Centre Agent, SharePoint Administrator, Mailroom Clerk
January 2016–Present

- Process incoming and outgoing mail for the office and the 350 stores across the country
- Took the initiative and created a very successful and unique SharePoint site for the department to improve communication and efficiency.
- Conceptualized, planned and executed original designs for the SharePoint team site.
- Effectively manage a high—volume of inbound and outbound customer calls.
- Answer customer questions about products and shipment times.
- Successful in achieving one of the top in the sales rankings.

Money Mart - Vernon, BC
Branch Manager & Store Auditor
February 2012–April 2016

- Profiled and analyzed products to develop customized financial strategies for customer financial needs.
- Complied with many regulatory requirements including Anti Money Laundering and Privacy Act.
- Executed customer transactions, including loans, cheque cashing, Western Union transfers, money orders and foreign currency transactions.
- Created strategies to develop and expand existing customer sales.
- Received numerous quarterly and yearly budget exceeding performance awards.
- Managed over \$20,000 in monthly revenue.
- Monitored and reported compliance of company policies and government regulations of the stores in the district with surprise store audits.

Home Depot - Vernon, BC
Merchandiser
September 2011–May 2012

- Maintained the departments in accordance with merchandising standards.
- Performed product resets and return-to-vendor shipments.

Rona - Vernon, BC
Zone Manager
March 2008–July 2011

- Promoted from part—time sales to Zone Manager within 12 months.
- Lead a team of up to 40 staff at a time. Directly responsible for 15 staff members.
- Determined work schedules while complying with the established labour budget.
- Resolved many issues that arose while ensuring customer satisfaction.
- Performed all aspects of training and upholding the policies and procedures.
- Organized promotional activities to meet or exceed the departments' objectives.
- I was selected as 1 of 24 people to attend a management conference in Quebec.

Dr. Mawani & Dr. Milewski - Maple Ridge, BC
Medical Office Assistant
May 2007–September 2007

- Completed 100 hour Practicum, then hired part time.
- Responsible for booking appointments, filing, and general office duties.
- Received and communicated messages for doctors and patients.
- Completed various insurance and claim forms.
- Initiated and maintained confidential medical files and records.
- Prepared financial statements, and performed billing procedures.
- Performed various diagnostic procedures.

The Cash Store - Maple Ridge, BC

CSR/Manager

August 2005–September 2006

- Issued payday loans and title loans.
- Sent and received Western Union transactions.
- Collections of delinquent accounts.
- Ensured compliance of Policies and Procedures.
- Reconciliation of account balances.
- Compiled bank deposits.

Bredeaux Pizza - Kelowna, BC

Cook/Delivery Driver

October 2004–June 2005

- Mixed dough and prepped toppings.
- Took orders and prepared various types of pizza.
- Delivered to customers all over Kelowna.

Rona Home and Garden - Kelowna, BC

Order Clerk/Stock Locator

November 2003–August 2005

- Merchandised and stocked shelves with new product.
- Worked with customers to understand and achieve their projects.
- Purchased and maintained product for many departments.
- Maintained Stock Out records and produced reports for head office, management and all departments.
- Responsible for doing all the price changes in the store. From 100-1000 daily.
- In charge of the Stock Locator program, imputing any changes that occur, and communication to all team members about the program.
- Solely responsible for entering merchandise into the Stock Locator system so it can be located easily.

Manteo Resort - Kelowna, BC

Lead Hand Room Attendant

August 2001–October 2003

- Received Employee of the Month July 2002.
- Contributed to all aspects of cleaning many Villas and/or Hotel rooms daily.
- Responsible for meeting the expectations of different guests.
- As a Lead Hand, I was responsible for training new staff.
- Checked rooms to be sure they are up to standard.
- Communicated any issues or concerns to management.

References are available on request.