

KRISTIN THEORET

Kristin.Theoret@gmail.com ♦ (289) 969-7114 ♦ Waterloo, ON

HIGHLIGHTS

- Delivered excellent customer service by ensuring smooth experiences for students and promptly resolving any technical concerns.
- Strong organizational and time management skills handled a high volume of correspondence and document processing.
- Gained practical insights into software engineering practices through project-based courses, successfully completing 10 projects, including creating a custom UDP protocol, developing an Android Trip Planner app with SharedPreferences and RecyclerView, and building a network application with Java and Python.

PROFESSIONAL WORK EXPERIENCE

DLX Operations Support Team

Waterloo, ON

Operations Support Specialist

- Administered and managed all software systems with elevated administrative privileges, ensuring smooth operational functionality and troubleshooting any issues that arose.
- Oversaw inventory management, including the tracking and allocation of equipment for various VR simulation demos, such as fire-fighter training, medical team drills, interview simulations, and public speaking practice.
- Facilitated user access and resolved technical issues related to software logins and functionality, providing prompt and effective support to users.
- Coordinated the lending and return of equipment, maintaining accurate records and ensuring equipment readiness for upcoming sessions.

Esports Hub Attendant

Waterloo, ON

Hub lead/ IT Assistant

- Managing the checking in process for student's PCs and consoles, ensuring a smooth and efficient experience for all participants.
- Adeptly resolved technical issues on the PCs, including both hardware and software problems. This involved diagnosing issues, implementing solutions, and verifying fixes.
- Ensure regular maintenance and updates for all equipment to maintain optimal performance.

Daniel & Partners LLP

St Catharine's, ON

Law Assistant/ Law clerk

- Lead the preparation of an average of 20+ legal documents per week, showcasing proficiency in legal documentation, data entry, and document management and workflow.
 - Managed around 250 client email inquiries per week, efficiently organizing and prioritizing responses to maintain exceptional client communication.
 - Answered up to 10 calls per shift, providing timely assistance with closing dates for high-profile cases and maintaining strong client relationships.
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EDUCATION

Conestoga College

Software Engineering Technology

- Varsity player of Esports gaming collegiate, for Valorant.

April 2026

Waterloo, ON

ADDITIONAL WORK EXPERIENCE

Trip Planner Mobile Application – Java, XML, Android Suit

- An android based application allowing users to modify trip information.

PAL exercise site (ongoing) – JS, ES6, HTML/CSS

- An interactive exercise site for PAL sessions.

Inventory Management System – SQL, MariaBD, MySQL

- A database schema that streamlined data retrieval and minimized redundancy.

ADDITIONAL WORK EXPERIENCE

Kelsey's Roadhouse

Bartender/ Server

September 2021 – August 2024

Niagara Falls, ON

- Served bar food and alcoholic beverages, including wine, craft beer, and custom cocktails, to 300+ patrons a night. Warmly welcomed guests with a smile, ensuring they were served promptly.
- Maintained a clean and organized bar area by constantly wiping down surfaces, loading and unloading dishes, and replenishing fresh ingredients.
- Coordinated with a team to maintain a safe environment by regulating alcohol consumption and de-escalating conflict.

Dollarama

Cashier

June 2019 – December 2019

Niagara Falls, ON

- Actively greeted up to 200 customers per shift.
- Optimized and carefully package customer orders in line with their unique needs and preferences.
- Analyzed actual product sales and expected product revenues by balancing between hundreds of in-stock items and resolving discrepancies.

SKILLS & INTERESTS

- **Skills:** fluent in French; coding in C /C++, C#; health and safety management; client relationship building; proficient at learning; time management; communication skills, SQL.
- **Interests:** robotics; technology; hiking; dessert baking; traveling; fishing; video games.
- **Certificates:** smart serve certified September 2021.