

HAILEY TURTON

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SUMMARY

Bachelor of Management graduate with 8+ years in customer-facing and administrative roles. Experienced in managing day-to-day office operations, coordinating teams, and supporting scheduling, and data entry. Skilled in Microsoft Office, Asana, and CRM tools. A proactive, organized, and adaptable professional seeking a corporate administrative, marketing support, or operations coordinator role.

SKILLS & ABILITIES

- **Core Competencies:** Administrative Support, Team Coordination, Client Relations, Project Planning, Operational Efficiency, Communication
- **Technical Tools:** Microsoft Office Suite (Excel, Outlook, Word), Asana, Trello, CRM Platforms, Social Media Tools

EXPERIENCE

2025-Present

Co-Founder

ASAM Scheduling, Remote

- Led operations, product planning, and user interviews for a SaaS startup focused on automating scheduling in hospitality.
- Built strong interpersonal and teamwork skills through networking, customer discovery interviews, and CRM.
- Selected for Accelerate Okanagan's startup accelerator program and worked with mentors to refine business operations.

2023-2025

Shift Supervisor

Starbucks, Kelowna, BC

- Supervised daily operations and coached a team of 6–10 staff per shift.
- Tracked inventory levels and placed weekly orders, ensuring consistent product availability.
- Conducted new hire interviews and supported onboarding and training processes.

2021-2023

Administrative Assistant

The Crossings Liquor Store, Kelowna, BC

- Maintained accurate sales records and prepared daily cash reconciliation reports.
- Supported payroll and bookkeeping tasks using Excel.
- Ensured licensing compliance and kept regulatory documentation up to date.

EDUCATION

April 2025

Bachelor of Management, Minor in Psychology

University of British Columbia, Okanagan

May 2025

Startup Accelerator: Venture Validation

Accelerate Okanagan, Kelowna, BC

KEY PROJECTS

Social Media Strategy – UBCO x Family Resource Centre

Role: Marketing Lead | 2024

- Created and executed a data-driven content plan to grow safe engagement across platforms.
- Integrated sign-up survey feedback to improve targeting and reduce exposure to hate.
- Developed and promoted inclusive, safe, and impactful communication strategies, aligning them with the organization's mission and target audience.

Cognitive Psychology Research

Role: Lead Researcher | 2023

- Designed and led a study assessing memory consolidation in shift workers, focusing on the impact of sleep deprivation.
- Collected and analyzed data using memory tests, participant surveys, and observational metrics.
- Synthesized findings from academic literature and real-world data to produce a final research report.

ACCOMPLISHMENTS & AWARDS

- **UBCO Dean's List** (Top 10%) – 2022 to 2025
- **Joan E. Chamberlain Memorial Bursary** (Leadership & Academic Excellence)
- **Deputy Vice-Chancellor Scholarship** (Awarded 3 consecutive years)

REFERENCES

Available upon request.