

# Kiishi Haastrup

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## EXPERIENCE

### **Holiday Inn & Novotel Hotel — *Intervenant*** January 2023 – June 2023

- Attending to the needs and requests of the clients.
- Assisted housekeeping in inspecting rooms prior to check-ins
- Answered Customer telephone calls promptly and appropriately handled needs
- Serve food in the cafeteria at the appointed time slots to the clients
- Greeted customers upon arrival, offered assistance, and answered questions to build rapport and retention
- Filing and sending forms and timesheets to HQ

### **Loblaws, 2210 Bank St — *Sales Associate*** August 2022 – January 2023

- Attend to customers and resolve their enquiries/complaints
- Stock & arrange Merchandise on the rack
- Offer sample to customers & inform them about on-going promotions
- Recieve calls from customers and channel their inquiries appropriately

### **Alosom Inc, 4546, Av Chateau-Pierrefonds — Customer Care Representative Periodically.**

- Apply Problem solving skills to resolve customer inquiries and disputes
- Respond to inquiries concerning order status, pricing and delivery time.
- Attend to and resolve customer complaints, document them and record customer information.
- Other general customer support and office duties.

## SKILLS

### **Customer Service:**

- Committed to providing first-rate service in fast-paced environments
- Comfortable approaching and welcoming customers to meet their needs
- Confident in multitasking and completed multiple tasks at once

### **Physical Capabilities:**

- Open availability including evenings and weekends
- Ability lift and carry heavy objects
- Capable of standing/walking for long periods

### **Leadership Skills:**

- Excels in individual and team settings
- Capability of training and supervising others
- Takes initiative. Became “go-to Person”

**Longstrides & Associates, Lagos — Training Support Intern**  
August 2017 – February 2018

- Answering phone calls and giving information to clients, taking messages, or transferring calls to appropriate staff.
- Applying first aid training and tending to injuries
- Operating office equipment, such as fax machines, copiers, or phone systems.

**Computer Skills:**

- MS Word
- Excel
- Power Point

**EDUCATION**

**Algonquin College (Interactive Media Design) In View**  
2023 – Till Date

**Excel College, General Certificate of Education (GCE – O/L)**  
2016–2018

**Faith Academy Middle School, Nigeria — Graduate**  
2014–2016

**LANGUAGES**

Fluent English

**CERTIFICATIONS**

**WHMIS**  
2019-05-22 Ottawa, ON

**Smart Serve**  
2019 Ottawa, ON