



# KRYSTYNA POREMBA

I am a University of Waterloo student driven by creativity and curiosity. I love learning new things and developing myself as a creative, both within a team and independently. Past leadership positions have taught me the importance of trust and collaboration in having a successful project.

I am currently looking for new opportunities and positions to broaden my knowledge & skill set.

Currently open to challenging opportunities with a specific interest in product and company marketing, as well as UX and UI design.



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## Related Experience

### Operations Service Officer Internship | May - August 2019

*TD Bank, Money Out Customer Service, Personal Banking Delivery Excellence*

- Led a strategic business case by identifying and improving a technological gap in an internal process which was presented to senior leadership with a fully branded solution
- Directly communicated with customers and colleagues by phone and email to build positive relationships
- Met and exceeded service level agreements by ensuring speed and accuracy of processing

### Event and Documentation Associate | July - August 2018

*Art Starts Neighbourhood Cultural Centre, a grassroots Toronto charity focused on TCH communities*

- Produced and edited video and photographic documentation of community events
- Created content to advertise the organization to the public and to show funders where their donations were going
- Transported, set-up, and operated various production equipment to ensure quality production

### Team Lead & Peer Leader | September 2018 - Present

*University of Waterloo, Living Learning Community*

- Collaborated with faculty members and student groups to strengthen relationships and create informed events and emails for first year students
- Co-created and ran on-campus events to build community and educate first year students
- Worked within a given budget to facilitate student connections through programming

### Work Experience | July 2014 - June 2020

**Hostess**, Barrio Coreano, May - Aug 2018

**Customer Service Associate**, Tim Hortons, Jul 2014 - Aug 2018

**Youth Mentor**, Montgomery's Inn, Jun 2016 - Aug 2017

## Education

### Honours Bachelor of Global Business and Digital Arts | Sep 2017 - Apr 2021

*University of Waterloo*

- Dean's List | 2017 - Present

### Ontario Secondary School Diploma | Sep 2013 - Jun 2017

*Etobicoke School of the Arts - Visual Arts major with a minor in Photography*

- Honour Roll | 2013 - 2017

## Qualifications

### Hard Skills

Adobe Creative Suite  
Microsoft Office  
Processing  
HTML/CSS  
Invision  
Google Analytics  
Proficient in French

### Soft Skills

Active Listening  
Leadership  
Communication  
Team Work  
Problem Solving  
Diplomacy  
Public Speaking

## Community Involvement

### Art Volunteer | Jun 2013 - Aug 2017

**Rio Olympics** - Built art pieces for Canada House in Rio for the 2017 Summer Olympics

**Portfolio Day** - Curated, showcased and installed thousands of art pieces

**Art Shows & Sales** - Assisted in set-up, tours and sales of thousands of art pieces

### Volunteer Curator | Jan 2015 - Aug 2017

- Assisted in art curating for Montgomery's Inn, a City of Toronto heritage site
- Sat on the jury and approved potential artists and their proposed shows