

KYLE VANDER HOEVEN

Calgary, Alberta

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(250) 858-2471

TECHNICAL SKILLS

Software: MS Office, Adobe Creative Suite - Photoshop, Illustrator, Edge Animate

Operating Systems: Windows and OS X

Programing: HTML5, Javascript, jQuery, PHP, MySQL, CSS, SASS, C Programming,
Search Engine Optimization, Google Analytics, Content Management Systems

EDUCATION

2015	Web Development – SAIT – Calgary, AB	Expected Completion March 2015
2009	The Canadian Investment Funds Course – Investment Funds Institute of Canada	Completed April 2009
2003-2004	Vancouver Island University – Nanaimo, BC	Completed courses in communications

WORK EXPERIENCE

Guest Services, Fairmont Palliser – Calgary, AB

2014 March – 2015 September

- Assisting with numerous guest needs and requests, i.e. luggage handling, reservations, valet parking and deliveries
- Driving/parking vehicles
- Hotel ambassador - communicating with the public
- Providing information on the city of Calgary and surrounding areas
- Assisting guests with bag and box storage
- Promote and maintain a Safe and Healthy work environment adhering to the legislation set out by Occupational Health and Safety
- Creating lasting impressions with hotel guests by providing them with personal touches in all aspects of their stay
- Establish a personal rapport with the guest to learn about their needs and expectations

Customer Support Specialist & Weekend Supervisor, ParetoLogic Inc. (Software Company) – Victoria, BC

2012 October – 2014 February

- Answer email and phone inquiries while representing the company in a professional and customer-oriented manner
- Provide superior client management, including excellent communications and responsive follow-through
- Recognize and fulfill individual Customer Support Specialist needs for mentoring and further coaching to increase job knowledge
- Recognize and escalate technical issues through the appropriate channels
- Confidently resolve conflicts and manage team performance
- Ensure Customer Support Specialists use their time productively
- Communicate new information and ensure comprehension within the team
- Act as a resource to team members and provide guidance and suggestions

**Financial Services Manager, Bank of Montreal – Victoria, BC
(Promoted from Customer Service Representative)**

2011 January – 2012 October

- Build and maintain strong relationships with customers in a sales-focused environment.
- Retain and expand customer relationships. Working with customers to develop an understanding of their needs and identify the right solutions.
- Confidently help customers meet their financial needs with personalized solutions
- Adhere to strict code of professionalism and confidentiality
- Successfully completed certifications for BMO Personal Lending Development Program, BMO Customer Conversations Advanced, Canadian Investment Funds Course
- Act as a mentor to Customer Service Representatives

Customer Service Representative, Bank of Montreal – Victoria, BC

2010 June – 2011 January

- Provide exceptional customer service as the first point of contact for clients.
- Responsible for daily safety and security checklist
- Ensure that cash floats are balanced daily
- Responsibly process all forms of financial transactions
- Successfully completed certifications for BMO Customer Service Representation, BMO Customer Conversations

CERTIFICATION

- Emergency First Aid for Industry (OFA Level 1 Equivalent)
- 2012 BMO Personal Lending Development Program
- 2011 BMO Customer Conversations Advanced Certificate
- 2010 BMO Customer Service Representation Certification