**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**

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| --- | --- | --- |
| 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