

Kelsey Johnson

5 Mariner Terrace Toronto, ON M5V-3V6 johnskd2@mcmaster.ca 519-476-6457

EDUCATION

Postgraduate in Public Relations
Humber College, Toronto, ON

In Progress

Bachelor of Arts (Honours); Political Science and Health Studies
McMaster University, Hamilton, ON

2014

- Received a Leadership Management Certificate in the Not-for-Profit Sector.
 - Active member of the McMaster Political Science Students Association; President from 2012 - 2014.
 - Served as the Undergraduate Student Representative on the Academic Planning & Policy Committee (UAPPC), as well as the Experiential Education Governing Council (EEGC) from 2013 - 2014.
-

WORK EXPERIENCE

Assistant Program Officer - Policy and Programs Branch May 2014 – August 2014
Canadian Food Inspection Agency (CFIA), Food Labelling Division, Ottawa, ON

- Assisted Program Specialists in all aspects of food labelling and claims activities including; the daily monitoring of electronic correspondence, creating presentation material to support training, keeping reference materials on both the external and internal website up to date, as well as collecting data for strategic analysis.
- Planned and executed several confidential agency transformation initiatives. These projects required a high level of attention to detail, as well as great organizational, communication and teamwork skills to meet project deadlines.
- Helped strengthen the relationship between the CFIA and its stakeholders by liaising with consumers, manufacturers and other agencies like Health Canada, on topics pertaining to food labelling and claims activities, as well as health policy.
- Chaired and prepared agendas for weekly branch meetings to keep staff informed and engaged on various projects. Also responsible for keeping a record of discussion and distributing it to employees in a timely manner.

Citizen Engagement Worker
City of Hamilton, Hamilton, ON

August 2013 – December 2013

- Created and administered a student driven research project (Students4HamONT) that aimed to gain insight on students' perspectives of Hamilton and to discover factors that would entice them to choose this city as an ideal residency upon graduation.
- Designed and implemented a survey to collect and analyze qualitative data for this initiative that was presented in a report to City Council.
- Contributed in a timely fashion within a team to meet project goals and deadlines while managing a full course load and multiple extra curricular commitments.
- Developed and maintained social media accounts to engage citizens about this initiative; Twitter and Facebook.

Kelsey Johnson

5 Mariner Terrace Toronto, ON M5V-3V6 johnskd2@mcmaster.ca 519-476-6457

Restaurant Server

May 2012 – May 2014

Koi Restaurant & Cocktail Boutique, Hamilton, ON

- Trained new servers on restaurant procedures, service expectations, food handling and safety protocols.
- Managed servers during restaurant peak times to ensure guests' requests were met promptly.
- Maintained knowledge of menu offerings and promotions; often assisting guests' with food selection.
- Served both food and beverage to meet guests' desired needs, coordinating with kitchen staff to ensure timely and accurate order preparation. This was done while providing exceptional and friendly service.
- Collected payments; balancing transactions with receipts.

Bartender

July 2012 – May 2014

Sizzle Nightclub, Hamilton, ON

- Became highly skilled in mixing, garnishing and serving drinks.
 - Ensured liquor and supplies were stocked to meet client needs.
 - Cleaned and sanitized bar and equipment and replenished supplies.
 - Maintained knowledge of drink promotions to ensure customer satisfaction.
 - Anticipated guests' needs to decide if additional service is needed.
 - Operated register; handled various methods of payment including large sums of cash.
-

BRAND AMBASSADOR EXPERIENCE

- Campus Crew Events | Burlington, Ontario | 2012
- Size Doesn't Matter Promotion | Toronto, Ontario | 2012
- Prospectors & Developers Assn. of Canada Party | Toronto, Ontario | 2012
- Curly Hair Solutions | Toronto, Ontario | 2012 & 2013
- Redbull Red Monday Events (Various) | Hamilton, Ontario | 2012 & 2013
- Alpha Beta Pie (Various Events) | Toronto, Ontario | 2012 – 2013
- Russian Standard Vodka | Hamilton, Ontario | 2013
- Hornitos Tequila | Hamilton, Ontario | 2013
- Corona (Various Events) | Hamilton, Ontario | 2013
- Hamilton Tiger Cats | Hamilton, Ontario | 2013
- Jägermeister Bar Hop | Hamilton, Ontario | 2013
- Eristoff Vodka | Hamilton, Ontario | 2014
- Guess Denim Promotion | Toronto, Ontario | 2014
- Guess TIFF Promotion | Toronto, Ontario | 2014
- Miranda Lambert Concert GUM Promotion | Toronto, Ontario | 2014
- Mountain Dew #DewTourAMSeries | Toronto, Ontario | 2014
- Fisher-Price Ambassador – The Baby Show | Toronto, Ontario | 2014
- McCain Foods Ambassador – Groceries Innovation Canada | Toronto, Ontario | 2014

Kelsey Johnson

5 Mariner Terrace Toronto, ON M5V-3V6 johnskd2@mcmaster.ca 519-476-6457

ESSENTIAL QUALIFICATIONS

- Smart Serve Certification.
- Effective written, oral and interpersonal communication skills; punctual and diligent worker.
- Positive attitude with the natural ability to provide excellent service in a team environment.
- Exceptional organizational and strategic planning skills; experienced in analyzing complex information with a high level of attention to detail and accuracy.
- Commended for strong work ethics, good problem solving skills, and enthusiasm.
- Highly motivated individual; dedicated to customer satisfaction by remaining accessible and friendly.

TECHNICAL SKILLS

- Proficient in Office applications; MS Word, PowerPoint and Excel programs.
- Understanding of development tools: Java, Macromedia Dreamweaver, HTML and XML.
- Capable of using various kinds of E-Mail software; Microsoft Office Outlook, Windows Live Mail, Outlook Express, Groupwise and Apple Mail.
- Social media knowledge and expertise; Facebook, LinkedIn & Twitter.
- Knowledgeable in point of sale system Maitre'D.