##### Kelsea Madden

##### 1986 Fairport Rd, Pickering, ON, L1V1T6

##### 289.314.1353 ▪ Kelsea.madden@live.ca

**OBJECTIVE**

To obtain fulltime employment in my field of study

**Highlights of Qualifications**

* Soft skills and Technical skills
* Fluent in French
* Determined
* Hard working
* Set goals and fulfills them
* Optimistic inviting personality
* Friendly and cooperative
* Excels and enjoys customer service and aiding others
* Comfortable with use of Small engines and Power tools
* Very capable of working individually or as a team member
* Always extremely eager to learn and expand knowledge base

**EDUCATION**

Pre Service Fire Fighting, with Honours June 2017

Durham College, Oshawa, ON

High School Diploma with Honours and French Immersion Certificate June 2013

All Saints Catholic Secondary School, Whitby, ON

**Certifications**

Natural gas and propane heat licence (November 2017)

Fire fighter Level 1-nfpa 1001 (august 2017)

Fire fighter level 2- nfpa 1001 (august 2017)

Hazmat operations-nfpa 472 (august 2017)

dz licensed (june 2017)

Emergency medical responder (April 2017)

Safetalk certified (March 2017)

First aid and cpr hcp (august 2016)

pleasure craft operator (July 2016)

critical fire safety strategies (sept 2016)

**EXPERIENCE**

* *Sales Associate, Durham Hub location, Stephenson's Rental Service (April* 2017-present)

Throughout my time at Stephenson's I have learnt a great deal, gained skills and enhanced many I had previously acquired. My knowledge on general tools such as chainsaws and concrete saws is enhanced, by dealing with and using them on a daily basis. Due to the job requirement of handling tool rentals from a simple moving dolly to large equipment such as backhoes and excavators regularly, has allowed me to expand my knowledge base exponentially. I have been able to enhance and finesse my customer service skills, management, organizational skills, computer proficiency as well as my written and oral communication. Due to the high paced environment and steep learning curve at Stephenson's, I demonstrated to myself and my employers how quickly and efficiently I can not only learn and act on new information but thrive in those environments. My mechanical knowledge and understanding has been developed further by having access to a team of highly skilled mechanics with varied specialties from aerial technicians to general tool technicians.

* *Customer Service Representative, Rapid City Transportation (*2015-2016)

Rapid City Transportation, which is a concierge medical transportation company was an amazing learning experience. Dealing on a daily basis with people who were stressed out, ill, injured, and or mentally ill/deficient allows one to create and enhance a very unique skill set for handling situations. This job also allowed me to strengthen my interpersonal and office skills such as typing, call quality, and log of situations. Due to the high pace and volume, Rapid City allowed me to master my multitasking abilities and really get the pertinent information and relay this information to the correct individuals. This coupled with my past job experiences has created a strong customer service skillset.

* *Sales and Support Generalist, Victoria’s Secret/PINK, Fairview Mall* (2015)

-This job has provided me the opportunity to learn all aspects of a retail work environment and perform all tasks with efficiency, accuracy while being personable. I was responsible for a variety of things including but not limited to sales, stock, floor sets, closing and opening tills. It was a great experience that gave me knowledge and enhanced my interpersonal relationships, especially in a customer and sales associate scenario.

* *Shift Leader, Dairy Queen* - 2010-2014 (Pickering), 2014-2015 (Ajax)

This job has offered me the chance to grow and increase responsibility. I'm able to handle customer relations well and work efficiently during stressful situations. Memorizing orders and working efficiently and correctly.

\*\*References Available Upon Request\*\*