**Christine Kyriakides**

15 Vicora Linkway PH03, Toronto, Ontario, M3C1A9

H: [(416) 423-4907](tel:%28416%29%20423-4907)     C: [(647) 629-4907](tel:%28647%29%20629-4907)

[christine.kyriakides@gmail.com](mailto:christine.kyriakides@gmail.com)

36 Distillery Lane, Suite 500   
Toronto, ON, M5E 3C4

February 2, 2013

Re: Receptionist

Dear Hiring Manager(s),

I am pleased to submit my resume for the position of *Receptionist* at Sid Lee.

Having a degree in Sociology, combined with 6 years of customer service experience, has allowed me to work with a variety of clients of a diverse background, giving me a strong and in depth understanding of the diverse make up of our society and the interactions within. Furthermore, in each of my previous job experiences, I have performed my assignments with a high degree of skill and professionalism. I have taken the initiative to learn as much as possible about the company I work for in order to become a valuable information resource.

As secretary for the Cypriot Students Association at York University, I maintained electronic information, and was accountable for minute taking in meetings, as well as managing and recruiting members. I am used to working in a very busy environment and have a highly developed ability to stay focused and meet deadlines when the pressure rises. I have the experience updating both paper and electronic file, screening calls and recording messages as needed, responding to enquiries and arranging meetings between clients and staff. This has also allowed me to become proficient in many computer applications, including Microsoft Office, Windows and Apple operating systems.

As a receptionist, I know that I would be the first contact many people will have with your organization and I take that responsibility very seriously. Overall, I consider myself to be highly qualified in all those competencies that you want from a candidate. I look forward to hearing from you in order to discuss how I can be a positive addition to Camp Quality Canada.

Thank you for your time and consideration.

Sincerely,

Christine Kyriakides

**Christine Kyriakides**

15 Vicora Linkway PH03, Toronto, Ontario, M3C1A9

H: [(416) 423-4907](tel:%28416%29%20423-4907)     C: [(647) 629-4907](tel:%28647%29%20629-4907)

[christine.kyriakides@gmail.com](mailto:christine.kyriakides@gmail.com)

**PROFILE:**A diligent, detail oriented Administrative Assistant/Receptionist who provides clerical and administrative support, in an effective and efficient manner. Exceptional telephone and computer knowledge. Excels at multi-tasking in a fast paced environment, while maintaining a calm and pleasant demeanor.

**HIGHLIGHTS OF QUALIFICATIONS:**

* 6 years of experience as Administrative Assistant/Receptionist
* Proven customer care and leadership skills
* Proficient in Microsoft Office, Apple operating systems and Internet applications; with a typing speed of 58wpm.
* Excellent Team player, punctual, patient, honest, trust-worthy and reliable
* Great interpersonal skills, ability to adapt and meet deadlines
* Extensive experience dealing with problem solving and multitasking
* Excellent verbal and written communication skills

**RELEVANT EXPERIENCE:**

**Receptionist/Administrative Assistant**

DON HOWSON CHEVROLET LTD. (2006 – 2009)   
 • Received, directed and relayed telephone and fax messages and incoming traffic to appropriate  
 staff, as well as arranging meetings, helping in creating and maintaining staff and client relations

• Maintained a general filing system and filed all correspondence in order to keep company records   
 organized and up to date

• Well informed of company’s available products and services in order to accurately respond to client  
 inquiries or concerns

• Demonstrated ability to operate fax equipment, photocopiers, phone systems, and other office tools,   
 assisting in successful correspondence between company, clients and other business partners

• Organized and distributed flyers and invites for upcoming sales and the launch of new products,  
 which attracted new clients and informed current clients of services

• Upheld a positive and professional manner to those on the phone and customers coming in  
 while maintaining a professional and organized reception area, in order to represent the company as  
 a qualified and reputable business

**Secretary/Events Coordinator**

CYPRIOT STUDENTS ASSOCIATION *York University*, (2007 - 2009)

• Responsible for updating web information, registering members and responding to member emails,   
 which helped inform members of upcoming events, and allowed for group membership to grow.

• Accountable for taking minutes in meetings and tracking attendance, capturing information that is   
 relevant and of value, in order to better improve to association

• Reported membership and meeting information to the president of the Student Federation, which  
 ensured the association’s existence and involvement in the student federation of York.

• Ensured web content was up to date and current, making it convenient for members to be informed  
 and able to contact the appropriate executive members

• Organized various events such as lectures, volunteer excursions, and annual Montreal trips, helping   
 promote relationships between members and the interests of the student association

**Retail Administrator/Cashier**

COMPUTER SYSTEMS CENTRE *Authorized Apple Reseller* (2011 – 2012)

•   Processed customer invoices, and verified purchases with corporate clients, ensuring the company’s   
 finances are accurate, and that clients were getting the right products

•   Received telephone messages and screened phone calls for 4 departments, while keeping a friendly

and calm manner, maintaining client relationships with the company, as well as creating relationships  
 with potential clients

•   Calculated total transactions for the day of up to $10, 000 and balanced tills at the end of shifts,  
 ensuring the company's daily net income is accurate.

•   Hands-on experience in routing and distributing incoming mail daily to appropriate staff

•  Maintained appearance of store by completing daily cleaning duties, in order to create a clean and  
 comfortable shopping area for customers and workspace for staff

•   Processed sales and payments, as well as issuing refunds, credits, returns and exchanges ensuring  
 clients are getting the appropriate products and services for their needs

•   Took an initiative in organizing store, by implementing several administrative improvements creating a  
 positive impact on operations.

**Customer Service *Representative***ROGERS PLUS   (2009 – 2010)

•   Built relationships with customers to provide excellent customer satisfaction, while informing

customers of products and services available

•   Managed product and service sales through cash, debit, and credit transactions

•   Ordered stock as needed, and dealt with both incoming and outgoing shipments

•   Exceeded customer expectations by locating hard to find items, and recommending alternative

options for out of stock products

•   Assisted with new employee training including store policies, services, and register operations, while  
 promoting a team environment

•   Recognized as store employee with highest promotional sales, exceeding store targets on more than

three occasions

•   Processed customer billing payments, and helped resolve billing issues in order to maintain the  
 company’s credibility

**Supervisor/Cashier**

SHOPPERS DRUG MART (2013)

•   Direct and supervise employees engaged in sales, instructing them on how to handle both difficult and  
 complicated sales and staff in order to effectively run the store

•   In charge of preparing daily bank deposits, counting and recording cash amounts both on paper and   
 electronically, assisting in the accurate documentation of daily assets

•   Monitor sales activities to ensure that customers receive satisfactory service and quality goods

•   Reconciling end of day cash tills and receipts, ensuring all sales are accounted for and finances are   
 up to date

•   Responded to and satisfied customers’ concerns by listening to their needs and applying learned

knowledge of the company’s policies, in order to resolve issues that arise

**ADDITIONAL EXPERIENCE:**

READERS TO LEADERS (Jane and Finch),           2008-2010                                 
**Student Teacher**

* Assisted students at a high school level improve their literacy skills and prepared them for the OSSLT

CIBC Run for the cure, 2003 – 2007

**Volunteer**

* Helped raise cancer awareness within various communities
* Assisted in the preparation of the annual *Run for the Cure* event, by setting up refreshment tables and motivating runners

**EDUCATION:**

**BA, Honours – Sociology/History**, York University, 2010