**Kathy Hartnett**

**St. Catharines, ON L2P 1T9**

(365)-880-9185kwanitah@yahoo.ca

**Highlights of Qualifications**

* Over 15 years administrative and customer service experience
* Excellent computer skills – Word, Excel, Outlook
* Effective organization and time management abilities
* Outstanding communication and listening skills
* Take pride in providing excellent customer service
* Able to learn new skills and software quickly with minimal supervision
* Responsible, capable and hardworking, a highly reliable self-starter; can be counted on to complete tasks
* Excellent record of dependability and reliability

**Administrative Skills**

* Prepared, keyed-in, edited and proofread correspondence, invoices, presentations, brochures, publications, reports and related material
* Opened and distributed incoming regular and electronic mail and other material and coordinated the flow of information internally
* Ordered office supplies and maintained inventory
* Greeted visitors, ascertained nature of business and directed visitors to appropriate person

**Customer Service Skills**

* Advised customers on use and care of merchandise
* Prepared merchandise for purchase
* Assisted in display of merchandise
* Operated cash register and received and processed payments by cash, cheque, credit card or debit
* Provided information to customers
* Calculated total payments received at end of work shift and reconciled with total sales
* Stocked shelves and performed mark down duties

**Kathy Hartnett 365-880-9185**

**Work History**

**Vote Tabulator** October 2022

Elections Ontario St. Catharines, ON

-Feed ballots into electronic voting machine and verify that ballots are tabulated successfully

**DRO – Deputy Returning Officer** May – June 2022

Elections Ontario St. Catharines, ON

-distribute ballots to qualified voters and electronically keep track of voter’s list

**DRO – Deputy Returning Officer** September 2021

Elections Canada St. Catharines, ON

-distribute ballots, making sure to balance throughout the day, and keep track of voter’s list

**Coat Check Associate** 2018 - 2020

Niagara Casinos Niagara Falls, ON

**Inductor/Restocker**  2016 - 2018Book Depot Thorold, ON

**Enumerator/Interviewer 2016 Census**  2016

Statistics Canada St. Catharines, ON

**Various Employment Situations** 2015

Manpower St. Catharines, ON

**Data Entry** 2013

Homewood Human Solutions St. Catharines, ON

**Caregiver** 2011 - 2014

Individual St. Catharines, ON

**Data Entry/Table Games Operator** 2002 - 2011

Niagara Casinos Niagara Falls, ON

**Education**

**Human Resources Management** 2022-2023

Post-graduate Certificate

Niagara College

**Office Administration-Executive Diploma**

Niagara College