Passionate and creative professional with outstanding customer service, management and leadership skills. Expertise in creative arts, graphic design, music and teaching. Seeking to further develop career in.

Supervisory experience

Public relations abilities including telephone and in-person contact

A well-organized professional with a positive attitude

Detail-minded; maintain professional standards and meet deadlines

A highly motivated worker who takes pride in outstanding performances and who performs well under pressure

# Experience

Administrative Assistant & Plant Procurement **August 2021- October 2022**

Verbio Diesel Canada Welland Ontario       screen all employees and visitors for COVID 19

communicate with all departments via two-way radio

receive all deliveries and process

arrange courier shipments

distribute and file incoming mail

process personal and company expenses

organize company events

maintain supplies

procurement

Assistant Manager September 2019 – 2021

Healthwise Welland, Ontario

Maintained website and updated as needed, trained staff

Ensured the visual standards and image of the store are maintained, such as store displays, signage and cleanliness

Maintained specified inventory and ordered merchandise; stocked shelves

Authorized payments and the return of merchandise

Resolved issues that may arise, including customer requests, complaints and supply shortages

 Guest Services 2018 – Present

 Great Wolf Lodge Niagara Falls, Ontario

Welcome and register guests, establish credit, direct guests to room and resort layout, relay messages, answer questions about services, maintain and update records, obtain payments, make reservations, secure valuables

Responsible for the promotion of a safe workplace that is achieved by understanding the obligations listed in the Occupational Health & Safety Act

Provide concierge duties to guest by answering inquiries regarding resort and other services such as entertainment, shopping, business, and travel and dining

Contribute to team effort by accomplishing related results as needed

Efficient and effective use of OPERA hotel system

Instructor 2018 – 2020

Royal Collegiate of Canada, St Catharines, Ontario

 Communicate with parents and school Developed a curriculum and taught Visual Arts.

Responsible for instructing, maintaining order in the classroom and evaluating students’ work.

Teach knowledge and skills in art, including drawing, painting, lettering, and art history,

Adhering to the government guidelines for grade and designing and

implementing course

Grade student using a rubric to detail assessment

Evaluate each student’s performance and growth in knowledge and aesthetic understandings, and prepare progress reports

Select and requisition books, instructional materials, tools, instructional aids, and maintain required inventory records

counsellors on pupil progress

Perform any other duties as may be assigned by Administration

Guest Services 2016 – 2018

Jackson Triggs Winery Niagara-on-the-Lake, Ontario

Conducted tours of the winery and host dinners

Assisted customers with their purchases; operated POS equipment

Promoted Jackson Triggs wines and products and assisting with events

Consistently and effectively recommend the proper selection of wine to meet our customers’ needs.

Developed positive working relationships with team members

Supported and contributed to building and maintaining an effective team

Surpassed sales goals of wine club; excellent reviews on Trip Advisor

Tour Guide 2008 – 2016

Niagara Cycle Tours Niagara-on-the-Lake, Ontario

Planned route for itinerary trips, researched area to discover interesting routes and facts

Inspected and prepared necessary equipment and supplies including safety check bikes

Informed visitors of safety techniques while cycling, ensured guidelines were followed

Piano Instructor 2011 – 2016

Wellness Centre Welland, Ontario

Planned and prepared lesson plans according to each pupils’ needs and progress

Taught music theory, oral skills and practical techniques to students of all ages and abilities

Communicated with parents and academic staff to ensure seamless service delivery

Office Coordinator 1989 - 2008

Delta 1 Collision Welland, Ontario

Bookkeeping, including AR.AP payroll, insurance and government document utilizing Microsoft Word and Excel

Scheduling

Communicating with customers, other offices and insurance companies

Answering telephones and faxes

Assist with overall operations and occasionally handle client service issues

# Education

## Niagara College, Welland, ON, Advanced Diploma in Graphic Design Production

## Brock University, St. Catharines, ON, Art and Psychology Certifications

## Niagara Parks Guide License Niagara Regional Police Tour License

## Registered Reiki Master

## First Aid Certification

## Criminal Reference Check

## WHMIS Certification

# Volunteer Work

Wellspring Cancer Centre:

## Provide Reiki services to cancer patients and their supports to assist with promoting wellness

Adhere to agency policies and procedures including confidentiality and boundaries

Educate and inform patients about benefits of Reiki, meditation and relaxation

Utilize active listening techniques to build rapport and provide empathetic support