

Kate Leon

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“...her unique skillset, above and beyond work ethic and positive demeanor would make her an asset to any future project or role.”

- Jane Smith, Library Supervisor, Algoma University

OBJECTIVE

A highly reliable and team-spirited business student with impressive academic and employment performance seeking an opportunity to contribute Algoma University in the role of **Tutor for ADMN 1126/1127 Introductory Financial Accounting I & II.**

RELEVANT SKILLS

Office Administration

- Computer skills: ability to type 70 words per minute; proficient in Microsoft Office Suite including Excel, Access, PowerPoint, and Word
- Experience with photocopiers, fax machines, scanners & other general office equipment

Customer Service

- Exceptional customer services skills obtained through 3 years of experience working in the service industry. Awarded “Employee of the Month” on three separate occasions
- Consistently exceeded set sales quotas at Smart Set, achieving the status of “top seller” for the Christmas season

Communication

- Highly articulate and effective communicator, both written and orally demonstrated through
- Achieved 92% in required Business Communication Studies course

EDUCATION

Bachelor of Business Administration

September 2012 -

Present

Algoma University, Sault Ste. Marie, ON

- Recipient of Algoma University College Entrance Award of Excellence

General Arts and Science Diploma

September 2001 – April

2003

Sault College, Sault Ste. Marie, ON

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WORK EXPERIENCE

Liaison Office Student Assistant

January 2013 – Present

Algoma University, Sault Ste. Marie, ON

- Developed Excel spreadsheets to improve tracking of attendance at recruitment events
- Organized the annual tele-recruiting campaign and phoned prospective students

Archival Assistant

May 2012 – August 2012

Algoma University, Sault Ste. Marie, ON

- Assisted with collection management, compiling relevant information, gathering research, and referred clients and staff to a variety of resources and services
- Preserved and organized newspapers, photographs, communications, and documents to ensure the history of Algoma University by creating a cataloguing system and archiving using Microsoft Excel and Word

Customer Service Representative

June 2011 – January 2012

Smart Set, Sault Ste. Marie, ON

- Resolved customers' merchandise questions and problems efficiently and effectively using strong communication and problem-solving skills
- Responsible for creating clothing displays and selling women's clothing
- Maintained accurate financial exchanges from customers using mental mathematical calculations

Cashier/Shift Leader

July 2009 – June 2011

McDonald's Restaurant, Sault Ste. Marie, ON

- Supervised a staff of 5 to 10 employees, ensuring customer satisfaction was 100%
- Consistently achieved high levels of customer satisfaction by providing courteous and efficient service.
- Recognized for creating and maintaining an enjoyable atmosphere for fellow workers resulting in less company turnovers.

VOLUNTEER EXPERIENCE

Northern Raffle Volunteer

July 2012 – Present

Canadian Red Cross, Sault Ste. Marie, ON

- Assisted Community Service Coordinator with record keeping of tickets sold, delivered and lost, and was entrusted to perform bank deposits
- Scheduled raffle ticket locations by cold calling companies with high foot traffic, and recruited volunteers to fill these time slots

Youth Volunteer

July 2009 – June 2011

United Way, Sault Ste. Marie, ON

- Developed and planned fundraising events through networking and obtaining local sponsorship with existing and prospective donors
- Conducted volunteer recruiting sessions in the community fostering a positive attitude toward the organizational objectives