

Kristina Kruger

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SELF-STARTER WITH STRONG ORGANIZATIONAL SKILLS, RESPECTFUL OF OTHERS, DETAIL ORIENTED, EXCEPTIONAL LISTENING, VERBAL AND WRITTEN COMMUNICATION SKILLS

SKILLS

- Excellent communication skills as demonstrated by providing customer service care to clients for over eight (8) years
- Very well organized; can multi task easily and efficiently as well as prioritize work as needed
- Excellent time management and deadline skills; attention to detail and accuracy
- Able to coordinate multiple tasks on a consistent basis
- Excellent listener; can interpret what is asked in a work situation
- Can interpret and able to learn policies and procedures within office setting
- A team player; as a team player, I am open to other opinions and suggestions
- Adapts quickly to change yet still remain focused
- Hard worker; can take on new challenges with dedication
- Excellent typing and accuracy skills - tested at 55 wpm with 100% accuracy
- Can carry out minor maintenance and repairs on various machines
- Able to operate all print production machinery: copiers, cutter/guillotine, binding equipment, scanners
- Expert knowledge of PC and MAC operating systems; including Outlook, MS Word, Excel, PowerPoint, graphic applications, and technological languages such as Photoshop, Illustrator, InDesign, Quark Express, Adobe Lightroom, and Keynote.

RELEVANT EXPERIENCE

David's Bridal - Scarborough, ON - November 2013 to Present

Consultant (Stylist)

- Exhibit a professional attitude and provide exceptional customer service to all customers by quickly building a rapport and foundation of trusting relationship with brides and guests
- Helping to measure and fit the bride appropriate to body shape
- Accountable for delivering the sales targets
- Maintain the overall appearance of the sales floor
- Excellent verbal and written skills; excellent listener and problem solving skills
- Patient and composed and able to handle fast pace and stressful situations
- Understanding of multi-cultural traditions
- Physically able to stand on feet for long periods of time
- Detail oriented with a key sense of fashion and bridal fashion
- Be courteous to fellow employees
- Create and process phone orders as well as onsite orders
- Answering the phones and maintaining appointments via online system
- Manage customer files and delivery system
- Attend all area bridal shows as requested
- Call potential brides from bridal show lists and market our services
- Regularly communicate with management team about daily/weekly goals for store

Freelance - Toronto, ON - April 2011 to Present

Freelance Graphic Designer

- Meeting with potential clients and small businesses
- Designs including logos, business cards, wedding invitations and flyers
- Preparing preproduction proofs, price quotations and preparing work orders

Dynamic Team Sports - Toronto, ON - April 2012 to April 2013

Graphic Artist (contract)

- Acting as a dedicated resource to team of Graphic Artists in a graphic design capacity to create artwork based on client specifications and within established timeframes;
- Communicated with U.S. territory managers and submitting artwork for client's approval;
- Worked with a Graphic Production team member to assist with order processing;
- Lead all communications with established Territory Manager
- Reviewed incoming orders for errors and omissions and established new work order priorities
- Conducted follow up calls to track and process art work approvals by utilizing system generated reports, tracking orders through production, noting areas of concern
- Problem resolution and maintained strong client relations
- Liaised with Reports Master to expedite orders through production and support team members as needed

The UPS Store - Toronto, ON - January 2012 to April 2012

Graphic Design Professional/Customer Service Clerk

- Created printing material for the store and clients
- Document assembly and finishing; prepared files for print; scanned documentation
- Operate and maintain photocopier, fax machine, binding equipment
- Prepare general design services such as business cards, flyers, brochures and passport photo processing, as well as receiving and processing packages for courier shipping for general public.

Skypad Inc. - Toronto, ON - September 2010 to March 2011

Junior Production Artist/Receptionist

- Reported directly to the Project Manager and the Director of Projects
- Answered phones, received and forwarded telephone and electronic enquiries, opened and delivered mail
- Dealt with high profile clients from around the world, answered any questions in a pleasant and helpful manner, designed and created graphic material for clients
- Prepared and sent mock-ups of proposed work to Project Manager to send for clients approval
- Proofread reports and files for completeness, converted measurements for furniture line drawings, took selected photos of company's products and arranged in a creative manner, maintained photo files, sent information via internet using Adobe Photoshop, InDesign and Adobe Acrobat
- Put together bids for company products displaying correct measurements, finishes, material and prices, staying current with software technologies used.

Canadian Tire - Toronto, ON - July 2007 to November 2010

Customer Care Representative

- Cashier
- Answered phone calls providing a professional demeanor both in person and over the phone while assisting customers
- Directed customers to isles of interest, dealing with delivery and assembled paper work, completed rain checks, faxed credit card applications, be responsible for promoting Canadian Tire merchandise to customers, provide advice and information on various products and applications, assist with merchandising and setting up displays for promotions, photocopied as required, and cutting keys.

EDUCATION

- 2013 Accessibility: Adapted Programs & Integrated Services Training
- 2013 CPR Certification – Heart 2 Heart First Aid/CPR Services
- 2011 Web Design - George Brown College
- 2007-2010 Graphic Design Diploma/Certification- George Brown College
- 2006-2007 Art and Design Foundation George Brown College
- 2002-2006 Notre Dame High School Graduate - High School Diploma

Link to online portfolio:

<http://kristinakportfolio.weebly.com>

VOLUNTEER WORK

Program Support Worker/Volunteer

Toronto Community Living - Toronto, ON - March 2013 to Present

As a program support worker/volunteer with Community Living Scarborough, some of my responsibilities include:

- Enabling personal choice and treating clients (adults and children with intellectual disabilities) with dignity and respect by providing a caring approach to their needs (emotional, physical)
- Being aware of client health and safety in the program and providing assistance as needed (1st Aid/CPR, alerting family)
- Ensuring that pertinent medical consent and family information file is easily accessible while providing respite and following instructions in the family information file.
- Flexible around scheduling changes and able to pick up shifts on short notice
- Understanding government policies and procedures, guidelines and follow Workplace Health and Safety
- Understanding and maintaining confidentiality with families and individuals
- Able to independently work effectively and make decisions in difficult situations
- Respecting family lifestyle and choices and does not impose personal judgments and expectations on families and individuals
- Maintaining positive professional boundaries
- Reporting all forms of abuse and suspected abuse to office immediately
- Keeping accurate documentation filled out and handed in within the given guidelines
- Attending training and regular staff meetings
- Reporting all injuries / incidents in a timely manner
- Assisting with and participate in activities and special interests that the respite recipient has identified
- Communicating with family regarding the activities and cost
- Building positive relationships with family and client

REFERENCES AVAILABLE UPON REQUEST