

Krystina Kulina

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Education

Bachelor of Arts Honours: Psychology

2020-2025

Brock University, St. Catharines, Ontario

Work Experience

Sales Associate

October 2024-Present

Dynamite, Burlington, Ontario

- Operated POS system by processing payment options promptly, enhancing customer satisfaction with smooth operations
- Exceeded daily sales goals through effective customer engagement by providing personalized fashion recommendations
- Assisted with store visualization by rearranging merchandise to promote sales in newly added seasonal items
- Fostered a welcoming environment by utilizing positive first-point-of-touch customer interactions, resulting in satisfied customer experiences

Early Childhood Assistant

July 2024-August 2024

YWCA, Hamilton, Ontario

- Facilitated student engagement through the use of multimedia presentations, enhancing classroom learning
- Encouraged play-based learning by providing developmentally appropriate activities, increasing student involvement
- Created a secure environment by encouraging positive behaviours, contributing to their overall well-being
- Resolved parent concerns through open communication by engaging in end-of-day discussions, answering any questions and providing updates on their child's experiences

Server

August 2023-July 2024

Kelseys, Hamilton, Ontario

- Ensured excellent guest experience by promptly taking orders, serving meals and maintaining overall cleanliness
- Maintained customer satisfaction by using effective communication to resolve conflict
- Enhanced team performance, increasing communication and collaboration by encouraging team effort
- Handled transactions efficiently by exhibiting time management skills, resulting in higher customer satisfaction

Early Learning Assistant

June 2023-August 2023

YMCA, Burlington, Ontario

- Assisted in creating educational activities through lesson planning, leading to increased student engagement
- Documented daily logs, ensuring important information was communicated, contributing to effective workflow among staff
- Strengthened communication with parents through morning drop-off and end-of-day pickup, fostering more trusting relationships
- Provided meals and snacks by adhering to dietary guidelines, contributing to a comfortable and safe environment

Volunteer Experience

Literacy Tutor

LDANR, St. Catharines, Ontario

January 2023-April 2023

- Investigated tutees' academics and constructed appropriate lesson plans leading to higher academic achievement
- Enhancing tutee engagement through the use of educational activities that provide rewarding aspects to learning
- Increased academic confidence by providing motivation and guidance through homework help

Special Skills and Certifications

- Current Vulnerable Sector Check
- Current Standard First Aid and Infant/Child CPR & AED certification (Level C)
- Smart Serve Certification
- G Class Driver's License (reliable motor vehicle with appropriate liability insurance)

References Available Upon Request