**Khrystyna Voznesenska Phone :** 604-832-0678 kristinalamamal@gmail.com Vancouver, B.C.

**Construction Electrician**

**Highlights of Skills**

* 17+ years of hands-on customer service experience, consistently ensuring high levels of service and satisfaction.
* Safety-conscious, with a strong awareness of workplace hazards and a commitment to maintaining a secure work environment.
* Quick thinker, thriving under pressure to find practical solutions in challenging situations.
* Skilled at managing multiple tasks and meeting tight deadlines without compromising quality.
* Detail-oriented problem solver, known for attention to detail and reliability.
* Adaptable and flexible, easily adjusting to new tasks and changing work environments.
* Effective team player and collaborator, able to work with diverse teams to achieve project goals.
* Multilingual communicator – English (conversational), Ukrainian, and Russian.

**Work Experience**

**Practicum student (4 weeks)**

*Rainbow Renovation Limited, Surrey, BC Jul 2024*

* Interpreted labelling on electrical components.
* Worked with electrical equipment and tested them.
* Calculated current, voltage, and power in series, parallel, and series-parallel DC Circuits.
* Described the characteristics of electrical and electronic devices.

**Housekeeper**

*Holiday Inn., Vancouver, BC Jul 2022 – Jul 2024*

* Responsible for checking in and checking out guests as needed in a 200-room hotel.
* Report any damage, maintenance problems, safety issues, and potential hazards to management and maintenance, ensuring 100% adherence to safety code procedures.
* Implemented a new step-by-step approach that reduced average cleaning time per room by 10/15 minutes while maintaining the hotel’s quality standards.
* Created a checklist for daily stocking of housekeeping carts that improved inventory management and prevented unnecessary trips to stockroom during cleaning rounds.
* Disinfect living areas using proper germicides.
* Anticipate customer needs and leave appropriate products for guest use.
* Check all rooms to ensure cleanliness standards before guests' arrivals.
* Met quality and efficiency goals at both hotels.

**Registered Massage Therapist**

*Smart Master Beauty Salon | Kyiv, Ukraine 2019 – 2022*

* Provided guests with the most current massage treatments and techniques available while ensuring a comfortable and relaxing spa experience.
* Improved the classical massage technique and created my own program.
* Performed 1,000+ massage sessions and developed a unique massage style.
* Maintained a 60% customer retention rate and boosted sales by 40% thanks to top customer service.

*Fitness Club | Kyiv, Ukraine 2012 – 2019*

* Developed a unique combination of aroma- and physiotherapeutic elements that resulted in over 50% customer retention rate.
* Grew sales by 25% in the first 6 months through repeat clientele and referrals.
* Maintained clients’ treatment records and designed long-term care programs for return customers.

**Marketing Coordinator**

*Multiple Contract | Kyiv, Ukraine 2019 – 2022*

* Ideated, created, and implemented marketing campaigns.
* Monitored and optimized all social media postings and content blog posts to ensure top return on investment, conversion rates, and viewer engagement.
* Ensured all press materials, social and website content, and other related media followed brand guidelines and marketing best practices.
* Cut costs by 20% on average for multiple clients by automating several marketing procedures and services.

**Casino Administrator**

*Warsaw Casino Poland & Marriott Hote | Poland, EU 2009 – 2011*

* Supported management in analyzing casino operations and coordinated with the marketing team.
* Evaluated customer satisfaction comments and identified areas for improvement.

**Waitress | Manager**

*London Grill Restaurant | Kyiv, Ukraine 2007 – 2009*

* Generated 18% in additional revenue by growing the customer base through outstanding service.
* Coordinated scheduling for employees to effectively provide everyday services and Controlled inventory.
* Monitored and evaluated team members' performance; provided supervision and professional development.
* Identified marketing trends, needs for improvement and guest satisfaction.

**Insurance Agent**

*Veksel Insurance | Kyiv, Ukraine 2006 – 2007*

* Developed client leads and implemented marketing strategies to retain new clients.
* Established customer-focused, needs-based review process to educate customers about insurance options.

**Education**

PICS: IWTA: Construction Electrician Jul 2024 – Sep 2024

Delta Community College – LINC | Delta, BC 2022 – 2023

Kyiv Institute of Banking – Economist, Finance | Kyiv, Ukraine 2002 – 2006

Institute of Restorative Medicine – Massage Therapist | Kyiv, Ukraine 2020 – 2021

**Volunteering**

RBC Race for the Kids – BC Children's Hospital Foundation | Vancouver, BC June 2022

Help Ukraine Volunteer – multiple organizations 2022 - Present

Search-and-rescue volunteer – LizaAlert | Kyiv, Ukraine

Senior Companion - Elder Helpers program | Poland, EU