

Katie Brooks

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Highlights of Abilities

- Strong **organizational skills** and **attention to detail**, able to manage time effectively
- Excellent **problem-solving skills**, able to resolve conflicts quickly and effectively
- Experienced **working independently**, in leadership roles, and collaboratively in groups
- Skilled in writing **lesson plans**, reports, proposals, and procedures
- Able to interact and **communicate effectively** with people from diverse backgrounds, both in verbal and written forms

Education

Bachelor of Arts Program

Thompson Rivers University

June 2021

Kamloops, BC

- Majoring in Communications and New Media
- Cumulative GPA 3.64

Study Abroad experience: Aberystwyth University, Wales

- Adapted flexibly to new learning and living environment
- Collaborated and worked with students from a variety of cultures and backgrounds

Teaching English as a Second Language Program

Thompson Rivers University

June 2021

Kamloops, BC

- TESL Certification

Relevant Courses:

- *Intercultural Communication Studies*
- *TESL Techniques*
- *Curriculum and Instruction (A)*
- *Pedagogical Grammar (A)*

Work Experience

TESL Practicum

Thompson Rivers University

Jan. 2021-Apr. 2021

Kamloops, BC

- Taught a weekly reading skills class of 15-20 intermediate level ESL students
- Collaborated with teaching partner to produce creative, engaging ESL lessons

- Used online video conferencing to successfully communicate and present lessons
- Facilitated in group discussions that encouraged students engagement and learning

Central Services Clerk

Fulton and Company

Mar. 2021-Present

Kamloops, BC

- Works independently and as part of a team to ensure the smooth operation of a busy law firm
- Prioritizes and multi-tasks while handling a high volume of work
- Sorts and deliver incoming mail faxes and courier items and process outgoing mail
- Processes large copy jobs and print jobs
- Operates photocopiers, printers, fax machines, and binding equipment, identify problems and arranging service calls if necessary
- Handles bank deposits
- Provides reception relief, which includes answering the switchboard and greeting visitors

Safety Ambassador

Thompson Rivers University

Sept. 2020-April 2021

Kamloops, BC

- Worked independently and as part of a team to ensure the health and safety of those visiting the TRU campus
- Educated and ensure that students and staff on campus follow the university's COVID-19 procedures
- Assisted with contact tracing by collecting student contact information
- Informed students of new policies and procedures as they are announced
- Monitored study spaces to make certain that the TRU guidelines for health and safety are being followed
- Answered questions about TRU's health and safety protocols and help students follow the necessary guidelines to help keep the community safe

Study Abroad Advisor Assistant (Work-Study)

Thompson Rivers University-TRU World

Sept. 2019-Apr. 2020

Kamloops, BC

- Worked independently and as part of a team to complete projects that promoted Study Abroad to prospective students
- Tasked with creating visually appealing posters, videos, infographics, and social media posts promoting the Study Abroad program with software such as **Canva, Adobe Spark, Microsoft Office, and Adobe Premiere Pro**
- Assisted in managing the Study Abroad **Facebook page** and made suggestions that were implemented to improve the account

- Managed and updated the Study Abroad online application system to reflect new and current programs available to students
- Involved in setting up and taking down Study Abroad tables and informational media for events and meetings

Joe Fresh Sales Associate
Real Canadian Superstore

Jun. 2015- Jan. 2019
Kamloops, BC

- Demonstrated product features and provided information regarding features and prices
- Handled cash and credit transactions on a point of sale machine
- Resolved customer issues with tact and diplomacy
- Worked collaboratively with colleagues and supervisors to complete tasks
- Led customers to their required products and provided them with information on features and any associated discounts
- Effectively promoted PC Optimum and other company-specific offers to customers
- Assisted customers in making purchasing decisions and led them through the purchase procedure

Barista
Starbucks Coffee Company

Oct. 2014 - Apr. 2015
Kamloops, BC

- Prepared and served hot and cold beverages quickly and correctly
- Handled cash and credit transactions on a point of sale machine
- Promoted new drinks, special sales and offers to customers
- Gave samples of popular coffee blends with a view to creating sales opportunities
- Provided customers with product details such as coffee blend and preparation descriptions
- Ensured that any complaints were entertained in a positive manner with a view to keep patrons happy and ensure recurring business

Additional Experience and Interests

- Assisted in the development of a website highlighting local tourism spots in Kamloops: kamloopstourismstories.trubox.ca
- Collaborated on the development of a website highlighting areas with food in Kamloops: foodloops.trubox.ca
- Administered and invigilated exams to nursing graduates for Pearson VUE, 2018/19
- Leader of a Girl Guide group: planned and led interactive programs and activities for the group as well as collaborated with other leaders to organize field trips and excursions, 2012-2015
- Have travelled to many different destinations, including China, India, Australia, Tibet, France, and the UK

- Chief Commissioner's Silver Award recipient from Girl Guides of Canada, 2011
- Chief Commissioner's Gold Award recipient from Girl Guides of Canada, 2014

Training and Certificates

Writing In Plain Language
LinkedIn Learning - 2020

Indesign Cc 2018: Epub
LinkedIn Learning - 2020

Html Essential Training
LinkedIn Learning - 2020

Indesign 2020 Essential Training
LinkedIn Learning - 2020

WordPress 5 Essential
Training: Site Administration
LinkedIn Learning - 2020

Teaching English as a Second Language
Thompson Rivers University - 2021