**KRISTEN FOURNIER**

1302 13th Street North Lethbridge Alberta T1H2T9

403-360-6534 Kristen.fournier@lethbridgecollege.ca

**Summary**

Innovative, efficient, organized and friendly. Motivates
associates through guidance, direction, development and coaching. An associate who sustains
the highest level of customer service through efficient team and customer account
management. Achieving customer satisfaction with a can-do attitude and willingness to help
at all times.

**Highlights**

Team management Switch board Operator
Focused on customer satisfaction Scheduling
Management of remote employees Deadline-oriented
Skilled multi-tasker Microsoft software proficiency

**Accomplishments**

Promoted from Cashier to Courtesy Desk Associate to Customer Service Manager just after 12
months of employment.

Routinely helped as many as 50 customers each day in a high-volume retail outlet.

Received multiple “exceeds expectations” ratings on performance reviews.

Registered hundreds of customers for the store's loyalty program.

Helped store maintain high percentage customer satisfaction rate on secret shopper surveys.

Leadership

Served as key contributing member to Leadership team.
Managed up to 30 associates daily; overseeing associates to achieve customer service
and satisfaction

**Experience**

**Child Care Provider 2008**
**Self Employed** - Lethbridge, Alberta
Organized activities that developed children's physical, emotional, intellectual and social growth.
Made nutritious snacks and meals for children.
Established and maintained a safe play environment for the children.
Coordinated field trips to local parks, fire stations and movie theaters etc.

**Retail Merchandising January 2012**
**Save-on-foods** - Lethbridge, Alberta
Designed displays to make the store experience interactive and engaging.
Displayed the appropriate signage for products and sales promotions.
Arranged items in favorable positions and areas of the store for optimal sales.
Printed various labels and tags for all merchandise.
Assisted in loading and unloading of merchandise to and from the sales floor.

**Cashier June 2013**
**Walmart Canada** - Lethbridge, Alberta
Received and processed cash and credit payments for in-store purchases.
Described use and operation of merchandise to customers.
Demonstrated that customers come first by serving them with a sense of urgency.
Maintained friendly and professional customer interactions.

**Courtesy Desk Associate**
**Walmart Canada**
Shared product knowledge with customers while making personal recommendations.
Placed special merchandise orders for customers.

Take, hold and transfer calls. Run switch board with up to 10 lines.

Received and processed cash, debit and credit payments as well as refunds and exchanges.

Processed purchase orders and vouchers to charge accounts.

Filed important documents.

C**ustomer Service Manager**

**Walmart Canada**
Opened and closed the store, including counting cash, opening and closing cash registers and
creating staff till assignments, break schedules etc.
Worked as a team member to provide the highest level of service to customers.
Verified that all merchandising standards were maintained on a daily basis.
Took part in the training of sales associates newly hired to work the front end.
Resolved customer complaints by exchanging merchandise, refunding money and adjusting
bill totals.
Trained in negotiations and time management.

**Bakery Associate (Most Recent) December 2015-Present**

**Walmart Canada**

Stock department as needed.

Breakout, bake and package products.

Clean according to WHMIS and food safety regulations.

Assist customers in locating merchandise.

Work with team members.

Train new staff.

Use SMART system.

Place and finalize product orders.

Use Baler and Compacter to dispose of waste and recycling.

**Education**

**Diploma,**

Winston Churchill High School- Lethbridge, Alberta, Canada

Coursework in English, Social Studies, Math, Chemistry, Biology and Fine Arts.

**Enrolled, Early Childhood Education**
Lethbridge College - Lethbridge, Alberta, Canada
Coursework in Communication/interpersonal relationships, English, Health and Wellness, Psychology, Environmental issues, First year early childhood education courses to be complete April 2016.

References Available upon request.