**KELLY ADAMS**825 Ontario Road  
Welland, ON L3B 5V6Phone: (905) 788-3751Email: kadams@gmail.com

**Highlights of Qualifications**

* Able to learn and comprehend new systems and methods quickly
* Analytical and versatile thinker; effective in developing and carrying out ideas
* Creative and resourceful in generating new ideas and solving problems
* Strong leadership qualities; able to take charge and complete tasks in a timely manner
* Excellent writing, communication, and organizational skills

**Customer Service**

* Greeted customers and provided them with information regarding items
* Addressed customer’s questions and concerns in a timely fashion
* Helps people solve their problems and develop their potential
* Enjoy working in group or communities
* Coordinated sales efforts with marketing programs
* Operated cash register, received payments in cash, debit, gift cards or credit card

**Office Administration**

* Share information using a range of information and communication technologies. (voice, e mail computers)
* Observe and record data using appropriate methods, tools and technology.
* Work responsibilities which frequently change in their content and setting.
* Communicate in writing via e mail or writing anything.

**Technology**

* Worked on software to unlock phones
* Worked on MS Word and Excel for stock management

**Work Experience**

**Cellairis**, 2014-2018

Customer Service / Sales associate Welland, ON

**Elections Canada** 2015

Welland, ON

**Page 1**

**Page 2 KELLY ADAMS** (905) 788-3751kadams@gmail.com

**FM, Foods** 2010 - 2012

Packager Welland, ON

**Tim Horton’s** 2004 - 2010 Cashier Toronto, ON

**Education**

Father Fogarty Adult Learning 2019

-Grade 12 Diploma (2019) Welland, ON

**Training & Certificates**

**Computer Technology Career Launch Program** 2019

Niagara Women’s Enterprise CentreWelland, ON

The following certifications were also achieved:

* MS Office (Word, Excel & PowerPoint)
* Customer Service Excellence
* Communication Skills, Empathy and Sensitivity Training
* WHMIS GHS 2015
* Four Steps to Health and Safety

**Office administration**

Office Administration 2019

Welland, ON

**References Available Upon Request**