

Marjanna Hynes

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Education

2004 – 2008

Bachelor's Degree of Commerce
University Canada West | Victoria, British-Columbia

2000 – 2004

High School Diploma with honours
Cairine Wilson Secondary School | Ottawa, Ontario

Experience

02.2009 – 02.2010

Kookje Academy | Busan, South Korea
English Instructor
- Taught English as a second language to elementary and middle school students.

11. 2008 – 01.2009

The Ottawa Mission | Ottawa, Ontario
Fundraising Assistant (temp. position)
- Processed incoming donations, maintained donor relationships, and petitioned corporate donors to support Ottawa's primary homeless shelter.

10.2008 – 11.2008

Cirque de Soleil | Ottawa, Ontario
Administrative Assistant (temp. position)
- Communicated with clients, employees, and management in person, over the phone, and through e-mail.
- Provided administrative support including data entry, photocopying, faxing, laminating, scanning, filing, and fed-ex mail deliveries.
- Scheduled and coordinated employee meetings and events.

- 09.2007 – 06.2008 Prism Lounge | Victoria, British-Columbia
Keyholder Bartender
 - Opened and closed, trained new employees, served beverages, and managed cash flows.

- 05.2007 - 08.2007 Minnewanka Boat Tours Ltd. | Banff National Park, Alberta
Boat Captain and Interpreter
 - Captained 40-50 passenger vessels.
 - Developed strong presentation skills by actively engaging guests on tour.

- 09.2006 – 04.2007
09.2005 – 03.2006 The Hudson's Bay Company | Ottawa, Ontario
Customer Service Representative
 - Processed sales and completed a range of services including returns/refunds, credit deposits, credit sales, cash opening, closing, and deposits.
 - Continually achieved top credit card sales record in the point-of-sale department and won a contest for being top seller in the Jewellery department.

- 05.2006 – 08.2006 Cyber Web Café | Banff National Park Alberta
Customer Service
 - Managed computer networks and databases, handled cash flows, prepared cash sheets, opened and closed independently, trained new employees.
 - Consulted and executed custom projects for clients including burning memory card media to disk and creating local advertising flyers and business cards.

- 06.2005 – 09.2005 Johnston Canyon Resort | Banff National Park, Alberta
Gift Shop Attendant
 - Processed sales, maintained inventories, and handled cash.

Volunteer

- 02.2009 – 02.2010 FOVA: Foreigner Volunteer Association | Busan, Korea
Cultural exchange facilitator
 - Worked with a group of low-income ladies every Saturday morning for two hours, practising basic conversational English.

- 2006 – 2008 CHEO Telethon | Ottawa, Ontario
 - Annually volunteer answering telephones and processing donations during children's hospital fundraiser.

Achievements

- Fluent in French
- Service Excellence Certificate
- Smart Serve Certificate
- National Lifesaving Society Certificate
- CPR Level C Certificate
- Successfully completed a United-Nations sponsored workshop on Water conservation and the Oil Sands in Fort McMurray, Alberta
- Transport Canada limited masters and restricted engineer certificate