

KALAYE COUTTIGNANE

Kamloops BC
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SUMMARY

A fourth-year journalism and communications student who aspires to become a freelance travel writer using the business-minded thinking and communication skills she's developed through her degree program.

SKILLS

- Communicational and Verbal
- Leadership
- Adaptability
- Interpersonal Skills
- Interviewing techniques and Reporting skills
- Microsoft Office, Wordpress, Adobe, POS software
- Collaboration
- Time Management and Organizational

EDUCATION AND TRAINING

DIPLOMA IN BUSINESS MANAGEMENT
Curtin University

08/2016

BACHELOR OF COMMUNICATIONS AND DIGITAL JOURNALISM: CURRENT
Thompson Rivers University, Kamloops

Relevant Courses

- Introduction to Multimedia
- Online Journalism
- Introduction to Reporting Skills and Techniques
- Feature Writing
- Strategies in Crisis Communications
- Freelance Writing

ALLIANCE FRANÇAISE INSTITUTE
Mauritius

- 6ème-2nd (Grade 7-12)

EXPERIENCE

BELOW THE BELT

Kamloops, BC

Assistant Manager

04/2023 to 12/2023

- Meticulously handled POS system transactions include credit, cash, exchanges, returns and refunds to ensure seamless and accurate cash flow.
- Proactively assist and help over 100 customers per shift by answering questions, providing merchandise expertise, processing rs and handling payments.
- Worked on a team with 15 other associate to boost sales goals, conversion, and units per transactions through constant communication and celebrating accomplishments.
- Manage responsibilities in the absence of the Manager.
- Handled opening and closing duties to keep store organized, well-stocked and running smoothly.
- Maintain and create store merchandise presentation, including store windows.
- Train new staff to have product knowledge and upselling skills.
- Remain calm and professional in stressful circumstances and effectively diffused tense situations.
- Ensure accurate inventory accuracy for over 500 items by counting stock-on-hand, timely identifying and reconciling any discrepancies.

LA VIE EN ROSE

Kamloops, BC

Sales Associate

07/2020 to 07/2022

- Duties consist of aiding customers with any questions they may have regarding products, current sales, and or, specials the store may be having if asked.
- Ensure that each customer receives outstanding service by providing a welcoming environment.

- Ability to operate all equipment necessary to perform the job, including phone systems, cash register, sensor-tag remover, and all other office equipment.

LA FABRIQUE DE BAGEL DE MONTREAL

Montreal, QC

Coffee Barista

05/2019 to 08/2019

- Opened/closed store and maintained store cleanliness
- Held coffee preparation demonstrations and assisted customers with selections of various coffee blends, teas, hot and cold espresso beverages, smoothies, bagels, sandwiches and bakery items
- Maintained a strong understanding of company values and customer needs, responding quickly to complex requests in a fast-paced environment

HSBC

Mauritius

Bank Teller

- Processed customer deposits and withdrawals accurately, balancing cash drawer daily.
- Provided exceptional customer service to customers by answering inquiries, resolving complaints and processing transactions in a timely manner.
- Assisted customers with opening new accounts, ordering checks, and setting up online banking services.

LANGUAGES

English:

██████████ ██████████ ██████████ ██████████ ██████████
Full Professional

Spanish:

██████████ ██████████ ██████████ ██████████ ██████████
Limited

French:

██████████ ██████████ ██████████ ██████████ ██████████
Native/ Bilingual

Mauritian Creole:

██████████ ██████████ ██████████ ██████████ ██████████
Full Professional

VOLUNTEERING

Law Intern - Mini Pupillage

- Exposure to a variety of work across the range of Chambers' areas of practice.
- Several opportunities were provided for me to ask clients questions during my time there.
- A good understanding of the proceedings in a court of law.
- Interacted with some well-known lawyers in several chambers.

REFERENCES

Mrs Roubina Jaddoo-Jaubocus - Barrister at Law

(etudejadoo@gmail.com)

(230) 214 6765

Perry Goswami - Below the Belt

perrygoswami@gmail.com

(250) 318 6899