

Emileigh Latendresse

Kitchener | ON | 519-778-7527 | c683544@gmail.com

Customer Service Representative

HIGHLIGHTS OF QUALIFICATIONS:

- Experienced in coaching and mentoring youth athletes, focusing on skill enhancement, discipline, and teamwork.
- Skilled in managing multiple responsibilities and maintaining high standards of safety and communication in dynamic environments.
- Demonstrated leadership through roles in Army Cadets, emphasizing discipline, teamwork, and proficiency in military skills.
- Effective communicator with experience in engaging diverse audiences including children, parents, clients, and colleagues.
- Proficient in handling customer inquiries and requests with professionalism and attention to detail.
- Proficient in **English** and can understand **French**.
- Certified in **First Aid with training in Adult and Pediatric CPR & AED**.
- **Transferrable skills:** Leadership and teamwork from Army Cadets experience and organizational skills from managing multiple responsibilities.
- **Skills:** Training and coaching youth athletes, effective communication with diverse stakeholders, customer service and client management

VOLUNTEERING EXPERIENCE:

Hockey Coach

Jan 2023 – Present

Kitchener, ON

- Created customized drills and exercises to enhance players' abilities in skating, puck handling, and game tactics.
- Mentored players on and off the ice, emphasizing discipline, respect, and teamwork.
- Communicated effectively with players, parents, and league officials regarding team activities and logistics.
- Implemented new coaching techniques and methodologies to enhance the team's performance and enjoyment of the game.
- Prioritized player safety by enforcing proper equipment use and adherence to safety protocols.

Baby Sitting

2018 - Present

Kitchener, ON

- Ensured a safe environment by monitoring activities, implementing safety measures, and responding promptly to any concerns.
- Engaged children in age-appropriate activities such as games, crafts, and outdoor play to stimulate physical and cognitive development.
- Assisted with daily routines including meal preparation, feeding, bathing, and bedtime routines.
- Maintained open and effective communication with parents regarding their child's activities, behavior, and milestones.
- Established a positive and nurturing rapport with children to promote their well-being and emotional security.