

Katrina C. Corporal

 +1 250-650-1622  katcpl18@gmail.com  [linkedin.com/in/katycpl](https://www.linkedin.com/in/katycpl)  Courtenay, BC V9N 0H5

Education

Digital Design + Development

Postgraduate Diploma - Web Development

North Island College - CV Campus

Sept 2023 - present

- Dean's Honor Roll

Bachelor of Science in

Information Technology

AMA Computer College-Cebu Campus

June 2002 - April 2006

- Dean's List

Skills

- Customer Service
- Organizational and Administrative Skills
- Communication Skills
- Technological Proficiency
- Flexibility and Adaptability

Volunteer Work

Christ The King Catholic Church

1599 Tunner Dr, Courtenay, BC V9N 8N3

- Lector, February 2024 - present
- Choir, Sept 2023 - Nov 2023

Work Experience

Best Buy Canada

Operations Specialist, July 2024 - Jan 2025

- Ensured high customer satisfaction by resolving inquiries, managing returns and exchanges, and delivering exceptional service.
- Collaborated with sales and logistics teams to ensure smooth operations and effective communication.

North Island College

Education Council - Student Representative, Oct 2024 - present

- Collaborate with council members to review and approve curriculum and policies impacting academic standards and student evaluation.
- Actively contribute for student perspectives to enhance academic programs and services.

North Island College Library & Learning Commons

Student Library Assistant, April 2024 - present

- Expertly handle book transactions and manage holds/reservations with precision. Utilise strong organisational skills to maintain accurate records to ensure smooth operations at the circulation desk.
- Organise library collections with efficiency and attention to detail by doing shelf-reading, shelving returned items, and setting up materials for convenient access.

Home Depot

Sales/Customer Service Associate

April 2024 - July 2024

- Assist customers in finding products, answering questions, providing recommendations based on their needs, and processing returns or replacements as required.

CDS Canada

Sales Advisor

Nov 2023 - Aug 2024

- Engage with Costco members to introduce the products and its benefits

McDonald's Restaurant Crown Isle

Service Crew

Sept - Nov 2023

- Skilled in operating POS system
- Proficient in accurately processing cash transactions