

## Melanie Thiede

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### Summary of Skills

Excellent ability to interact with others effectively, in a non-judgmental empathetic manner

Strong active listening skills; Great computer skills with experience utilizing a variety of software applications

Organized with strong attention to detail; Able to work well on teams, often taking on leadership roles

Over seven years of customer service experience, looking for a supervisory role or clerical role

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### Work History

#### **Independent Distributor, Amare Inc**

**2017-2025**

- Provided friendly customer service while sharing health products and knowledge. Processed wellness product orders. Held weekly meetings and trained new people who were starting their business. Attended training online and in person to learn about our new items when they came in.

#### **Travel Agent, BWJ Agents**

**Winter 2025**

- Provided friendly customer service, found the best price deals for customers, suggested resorts and travel packages.
- Followed up every three days until customer was ready to purchase, then checked in before the trip and once after. Offered concierge service – to book resort or hotel excursions.

#### **Virtual Assistant, subcontracted with Virtual Gurus**

**Summer 2023**

- Updated filing for a non-profit, using Microsoft 365/Microsoft One Drive
- Cleaned up filing and got rid of doubles, keeping only one format of flyers and pdfs
- Talked with supervisor weekly, checked in with the team to see what else needed to be done.

#### **Volunteer OOMA Director, Queen Margaret's School**

**2017- 2023**

- Attended quarterly meetings. Email OOMA Newsletter. At the Christmas Bazaar, handled cash box, baked, assisted with clean up, surpassed fund raising goal by approx 25 %, bringing the highest amount in 10 years

#### **Cashier & Crew Member, A&W Restaurant**

**Fall 2019**

- Provided friendly customer service. Processed orders using a point of sale system with attention to detail and accuracy. Maintained safety and health standards, and kept a clean and safe environment for co-workers and guests alike.

#### **Customer Support Agent, Rogers SYKES**

**Summer 2019**

- Provided inbound customer engagement services to Rogers Wireless company,
- Explained bills to customers to facilitate an understanding of service bills, and sold upgraded devices when appropriate.

#### **Cashier & Crew Person, McDonald's Canada**

**Oct 2015- Oct 2016**

- Provided friendly and efficient customer service with a greeting and a welcoming smile. Processed orders using a point of sale system. Maintained safety and health standards, and kept a clean and safe environment. Surpassed lunch hour \$900 challenge sales goal, sold \$1200 within 2 hours during one lunch shift.

#### **Logistics Shipping Agent, RSP Pack**

**Fall 2015**

- Received and repackaged oversized boxes to save the company money. Maintained accurate records with MS Excel and Open Office. Saved the company over \$200 over one month period.

**Tutor/Homework Helper, Various Private Clients****2009-2014**

- Tutored three students and helped with homework a couple days a week
- Grade 1/2 student and grade 7/8 student homework and tutoring

**Girl Friday, Volunteer Cowichan , Duncan, BC****2010-2014**

- General reception duties as required (mail, answering phones, website maintenance, errands). Assisted with marketing and fund-raising for multiple events.

**Cashier & Fry Girl , Saul's Kitchen, Eagles Club, Duncan****Spring 2012**

- Processed orders using a point of sale system. Cut French fries using a hand lever machine. Delivered to customer if required. General clerical duties as required

**Sandwich Makers and Prep Crew, Quiznos Subs, Pointe Claire****Spring 2006**

- Prepped vegetables and meats ( cut and chopped) placed into containers and into the fridge for later use
- Manned the cashier station, gave customers correct change and handled POS transactions.

**Pet Sitting/House Sitter , Various Clients****2006-2012**

- Assisted with the care of dogs and cats and other house pets while owners were away
- Retrieved the mail and watered plants when necessary; ensured safety of pets and household

**Band 5/6 Teacher Assistant & Peer Helper, Queen Margaret's School****1998-99**

- Senior School Band Member - Played Saxophone with Stage Band
- Volunteered my time to assist junior music and band students in woodwind instruments
- Volunteered with grade 1 students, as teachers aide/gopher
- Earned the Peer Helper Certificate, learned the active listening technique for conversations

**Quebec High School Leaving Certificate, Centennial Academy, Montreal, QC 1996-98**

- Senior School Band Member - Played Saxophone with Jazz and Stage Band
- Volunteered with the school office, doing mail delivery, errands nearby, copying for teachers

**Volunteer Assistant, SPCA****Fall 1997**

- Assisted with the pre and post adoption of dogs and cats.
- Interviewed and matched animals to new owners based on survey results.

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**Education & Training****Google Professional IT Support Program- Coursera Online**      In Progress- Part Time**Certificate in Human Biology, University of the People****Associate of Science – Community & Public Health, University of the People****Adult, Child, and Infant CPR/AED & First Aid , Pro First Aid Training****Bachelor of General Studies-Psychology, Lakehead University****Certificate in Food Handling, Online****Certificate in Animal Welfare and Care, University of the Cariboo****Teaching English as a Foreign Language Certificate, Norwood English Institute****Foodsafe Certificate, BC Food Safety, Camosun College****High School Diploma & Peer Helper Certificate, Queen Margaret's School****Quebec High School Leaving Certificate, Centennial Academy**