

GEMMA KELLETT

SUMMARY

Enthusiastic and budding front-end developer looking for a role to put my skills to practice. A love of code has grown from my Mathematics degree, particularly the use of LaTeX and experience with algorithms. This coupled with a strong interest in design has led to really enjoying building on my skill set in web development.

EXPERIENCE

Customer Service Representative

RideWrap | Whistler, BC | March - August 2021

RideWrap designs and manufactures awesome material for bicycle paint protection. I was the initial point of contact for all inquiries.

- De-escalated customer concerns, in-person and via phone and digital platforms, sought to find solutions whilst adhering to company policies, found it most effective to maintain a calm and friendly demeanour.
- Recommended improvements to products and services to mitigate complaints and relayed productive customer feedback to relevant teams.
- Worked with management to develop professional initiatives, such as backend administrative organization and creation of procedures.

Lift Maintenance - Administrative Assistant

Whistler Blackcomb | Whistler, BC | May 2018 - February 2021

The lift maintenance department is responsible for keeping the lift equipment on both Whistler and Blackcomb mountains in safe operating condition. My role involved coordinating the complex administrative needs of the department. One of my key achievements was to transition the departmental processes from a paper-based system to computer-based.

- Developed administrative processes to improve office efficiency. Organized and maintained document management systems (including critical safety information, maintenance schedules and manufacturing information) by coordinating, archiving and consolidating files.
- Managed scheduling and payroll for 75+ maintenance employees.
- Utilized active listening skills to quickly resolve problems, whilst directly supporting management in creating solutions for any escalated issues.

CONTACT

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TECHNICAL SKILLS AND LANGUAGES



HTML, CSS and JavaScript



Visual Studio Code editor



Source code held on GitHub and website hosting using Netlify



Use of API and Bootstrap in JS code



Wireframe design in Freehand



And my University project in LaTeX that started it all!

Operations Dispatch Coordinator (Alpine Office)

Whistler Blackcomb | Whistler, BC | November 2017 - April 2018

Alpine Office manages the operations and safety across both mountains, including start-up and shutdown. I was responsible for coordinating the support of multiple departments in the day-to-day operation of Whistler and Blackcomb Mountains.

- Monitored phone queue and radio channels, keeping note of all events and corresponding times to ensure daily reports were filled out correctly.
- Responded to emergencies in a calm and helpful way. Emergencies were frequent and varying in nature, whether it be lift breakdowns, lightning storms, lost children, extreme weather, or something else, it definitely kept you on your toes.
- Worked with supervisors to create comprehensive training documents, creating more consistency throughout the alpine office team.

Sales Associate

The Nook of the North | Whistler, BC | April 2016 - May 2018

The Nook is a small gift shop in busy Whistler village, selling a variety of souvenirs. Along with the normal sales tasks, my position included helping design and pick new merchandise to stock and creating handmade goods.

- Arranged new merchandise with signage and appealing displays to encourage customer sales and meet sales objectives.
- Use of InDesign and Illustrator to create designs for store merchandise.
- Trained new employees on all key-holder procedures, including cash in and out, sales and service strategies to maximize performance.

Ski Lift Operator - Lead Hand

Whistler Blackcomb | Whistler, BC | November 2014 - April 2016

The lift operations department is key to the daily operation of the mountain. My team and I were responsible for building/ taking down the mazes, monitoring load and unload ramps and organizing lift stations, as well as shovelling and raking snow and removing ice to maintain clear lift access.

- Inspected equipment to detect wear and tear, notifying maintenance of any parts needing immediate or scheduled repair. Performed prompt operational start-up and shutdown procedures. Grew strong connections with the maintenance team from doing these daily tasks.
- Served guests with enthusiastic, helpful demeanour to promote positive, memorable experiences, as well as addressing any pertinent issues.
- Worked with snow school instructors to load classes on and off lifts safely, and ensure that every student was with a responsible adult.

EDUCATION

Bachelor of Science

Mathematics

University of Reading, UK
2011-14

Certificate

Web Development

SheCodes, Online

2021-Present

3/4 workshops complete;

By the end of the course I will be using React, as well as have an additional two projects to add to my portfolio.

NOTEWORTHY

Open Day Representative

University of Reading Mathematics Department | Reading, UK | 2011-14

As a volunteer open day rep I helped prospective students understand what they could expect from university, particularly the mathematics department.

- Spoke in front of 50+ students and parents about my experience in the department, answering any questions they had. This really pushed me, but the experience was priceless.
- Got to showcase my enthusiasm and passion for the subject as well as represent my university.
- Toured students around campus, creating a rapport with them and trying to get even the super shy ones out of their shell.

Claim to fame - they still use my photo on the UoR mathematics course website!
[<https://www.reading.ac.uk/Ready-to-Study/study/2021/mathematics-ug>]