

Vitaliia Savchuk

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ID: 20958151

Education:

University of Waterloo, Waterloo, Ontario

2021 - Present

Legal Studies Major & Political Science Minor

Highlights of Qualifications:

- Strong verbal & written communications skills gained by working in customer service for over four years (in both informal and academic settings).
- Solid teamwork, leadership, division of tasks and time management skills gained through working as part of a team in various settings over the past four years.
- Self disciplined, able to problem solve and work independently or as part of a team in a fast/self-paced environment.
- Able to effectively adapt to changing priorities, expectations, and circumstances.
- Microsoft Office knowledge (Word, Excel, Power Point, SharePoint, Photoshop).

Work Experience

University of Waterloo

*Performance evaluation: **EXCELLENT***

Full Time CO-OP May 2023 - August 2023

Part Time August 2023-Present

Circulation Desk Clerk

- Answer patrons' questions regarding services offered by the library, both in person and over the phone, in a friendly and professional manner.
- Contact patrons via email to inform them of updates involving their requests, or to notify them of their lost belongings (wallets, laptops, etc.) being ready for pick up.
- Assist patrons with book search, pick up of requested material, signing out of various equipment, and returns.
- Demonstrate to patrons how to navigate UW library website to access various resources and services offered by the library.
- Load student account balance & take fine payments using a debit machine.

Resource Sharing Department Member

- Worked independently or in a team to locate material from daily picklists with strong attention to detail, using the knowledge of the LCEZ system.
- Digitized theses, book chapters, articles, microfilm, and microfiche.
 - Ensured requested material was within the license requirements,
 - Scanned material using a Xerox scanner,
 - Edited material using Adobe Acrobat Pro.
- Trained new staff on developing microfilm, and microfiche materials.
- Fulfilled 'Books by Mail' requests by locating requested material, assigning it to the patrons account, creating shipping labels & manifests, and sending to appropriate locations for shipping.

Other Projects: Employee Wellness Calendar; transferring data for library occupancy, design & creation of new shelf dividers.

Zehrs***Kitchener, ON*****Part-Time**

March 2021 - August 2023

Cold Deli Clerk

- Use the Zebra SmartCount system to keep track of inventory (discard, transfer, cycle count, etc).
- Create production lists based on stock/inventory.
- Participate in the training and supervision of new staff on the duties and responsibilities of opening/day/closing shifts with a strong attention to detail.
- Communicate with a large number of customers each shift in a friendly manner, answer questions and solve issues when needed, leaving customers satisfied with provided customer service.
- Collaborate with fellow co-workers as part of a 2-5 person team to maintain a store department in absence of a supervisor.
- Take part in dividing tasks and managing time to ensure smooth running of the department and completion of specific goals/tasks on as needed basis as well as those set by management earlier.
- Handle deli products (open, slice using a commercial meat slicer, package, wrap, weigh and price meat) following department procedures.

Dutchies Fresh Market**December 2019 - February 2021****Part-Time*****Kitchener, ON*****Meat/Deli Meat Clerk**

- Responded to questions regarding meat cuts, sale items, and other products.
- Cleaned, washed and sanitized meat cutting equipment and stations as according to health and safety regulations (tables, slicers, grinders, knives, etc).
- Trained new employees.

Produce Team Member

- Stocked and rotated display counters making sure the products were of high quality and under the right sign with strong attention to detail.

Extracurricular:**UWUA (University of Waterloo Ukrainian Association)****Social Media Executive Officer**

March 2023 - August 2023

- Create, write and share material to promote events and activities on social media
- Create, send for approval and share materials (posters) to promote events and activities around campus

References available upon request