

LESLEYANNE HILTS

SUMMARY

Detailed Client Service Associate known for having great organizational skills. Gifted at working with all types of customers. Looking for a new role where hard work and dedication will be highly valued.

EXPERIENCE

Apparel Manager /Retail Sales Associate

Golf Town | Kelowna, BC | October 2021 - Current

- Maintained inventory levels, restocked merchandise and monitored sales trends to ensure optimal stock levels.
- Developed strategies to increase customer engagement and store traffic.
- Provided exceptional customer service by addressing inquiries, resolving complaints and assisting customers with their purchases.

Golf Shop Associate

Black Mountain Golf Course | Kelowna, BC | April 2021 - Current

- Greeted customers upon arrival and assisted with selecting golf clubs, balls, apparel, and other accessories.
- Maintained the appearance of the shop by arranging merchandise in an organized manner.
- Responded promptly to customer inquiries via phone or email.
- Scheduled tee times for customers over the phone or in person.
- Cleaned up after closing time including vacuuming floors and wiping down counters.

Casting Director

Cast & Crew | Vancouver / Kelowna, BRITISH COLUMBIA | March 1999 - Current

- Organized and attended casting calls, selecting talent for various projects.
- Developed relationships with agents, managers, and other industry professionals to source new talent.
- Reviewed scripts to determine character breakdowns and create audition materials.
- Negotiated contracts between production companies and actors and talent representatives.

ACTIVITIES AND HONORS

- Kayaking
- Hiking
- Golfing

FOOD & BEVERAGE EXPERIENCE

- Assistant F&B Manager - Banff Park Lodge (5 Years)
- Supervisor Dining Room and Banquets - Buffalo Mountain Lodge (3 Years)

CONTACT

📞 6048395833

✉ castingla@shaw.ca

📍 Kelowna, BC V1V 2S1

🔗 [Bold Profile](#)

SKILLS

- Trend Analysis
- Brand Messaging
- Department management
- Store maintenance
- Customer Service
- Business Administration
- Teamwork and Collaboration

EDUCATION AND TRAINING

Business and Organizational Administration
Saskatoon Business School, Saskatoon, SK

CERTIFICATIONS

- CPR 2023
- WHIMS 2023
- Serving It Right
- Food Safe Level 1 2023

- Banff Springs Hotel (1 Year)

REFERENCES

References available upon request.