**Glory MacKinnon**

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**Education**

**Bachelor of Commerce, Operations Management (2013)**

­Haskayne School of Business, University of Calgary

­Cumulative GPA in last 20 courses: 3.1/4

**Awards and Scholarships**

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**­Spartan Controls Ltd. – Spartan Education Support Award (2008 - 2010)**

Award given to employee dependents for post-secondary grade achievements.

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**­Government of Alberta – Jason Lang Scholarship (2011)**

Award for full-time students attaining a GPA greater than 3.20 in preceding eight courses.

**Work Experience**

**Royal Canadian Pacific** April 2013 - Present

*Hospitality Attendant*

* Worked with a team of five attendants and two chefs on a 30-person luxury passenger train traveling across Canada.
* Maintained high-quality service standards on all aspects of the job, including food and beverage service, guest services, event preparation and housekeeping duties.
* Developed meaningful relationships with guests in effort to enhance overall guest experience.
* Composed documents of daily tasks to improve future training.
* Remain as an on-call employee for service functions done off-season.

**Sherwin-Williams** June 2012 – April 2013

­*Summer Intern and Part-time Employee*

* ­Designed a project with another intern intended to gain better market recognition from Calgary designers. Presented an implementation plan to Canadian senior management.
* Conducted cold-calls to potential and existing customers with the goal of increasing sales and brand awareness.
* Worked with high-volume customers to ensure the store had enough stock to facilitate their needs.
* Initiated an in-store recycling program.

**Volunteer Experience**

**APICS (The Association for Operations Management) – Calgary Chapter**  June 2013 - Present

*Director at Large (Administration)*

* Prepare agenda, Excel spreadsheets and PowerPoint presentation for board of director meetings.
* Communicate with the board to ensure timeliness of projects.
* Conduct calls to members informing them of upcoming events.

**Special Olympics Calgary** October 2010 - Present

­*Swimming Coach*

* ­Intermediate level swimming instructor for special needs children and young adults (ages 10 to 20).
* Lead sessions and develop plans for eight to twelve swimmers.
* Work with two other coaches to accommodate the diverse needs of the swimmers.
* Facilitate the development of athletic and socialization skills with the goal of advancing swimmers to a more complete integration within the community.

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**Activities and Interests**

**Traveling**: Enjoy experiencing different cultures; have traveled through Canada, United States, Mexico, Caribbean, Central America, Western Europe, East Africa, South and Southeast Asia.

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­**Snowboarding**: Love to spend time in the Canadian mountains and have over nine years experience.