

# Linneah Tovstiga

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## Professional Qualifications

Strong interpersonal skills  
Excellent public speaking  
History in community engagement including work with Ronald McDonald House and Lynwood Charlton Centre in Hamilton, Ont.  
Highly motivated  
Strong problem solving and critical thinking  
Good attention to detail  
Familiar with various graphic design and data management software programs

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## Work and Volunteer Experience

**The Other Bird**, Hamilton, Ont. – *Server/Bartender*  
June 2017 – September 2018

Assisted with operational efforts in opening and marketing a new restaurant venture. Contributed to social media content and applied exceptional customer service skills to create a unique guest experience. Built community connections and served as ambassador to restaurant group. Proved exemplary multitasking skills and attention to detail.

**Hamilton Philharmonic Orchestra**, Hamilton, Ont. – *Public Relations Intern*  
October 2017 – April 2018

Assisted with the production and distribution of marketing materials, audience development activities, new audience outreach. Wrote copy for newsletters, media releases, eblasts, and event programs. Generated social media content and campaigns. Provided support and assistance at events.

**Women's Development Centre**, Kandy, Sri Lanka – *Environmental Mainstreaming Officer*  
September 2016 – February 2017

Performed environmental audits and baseline studies to determine ecological footprint of facilities, developed dynamic, adaptable strategies to reduce impacts throughout community, established capacity building strategies to ensure sustainability of efforts, assisted with English training programs.

**Student Association of International Development**, Waterloo, Ont. – *President*  
September 2014 – April 2016

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Participated as a part of the leadership team in coordinating interests and creating engagement opportunities. Demonstrated excellent professional communication skills with local business over a variety of media. Restructured constitutions to better suit the needs of students.

**Sobeys, Waterloo, Ont. – *Customer Service Cashier***  
September 2014 – April 2016

Demonstrated ability to maintain a high level of customer service in a fast-paced environment. Experience in operating cash register and handling all forms of tender as per company policy, as well as use a Point of Sale System (POS), proficient in use of a OLG lottery machine; able to sell and process all sorts of lottery tickets. Ability to multitask and work without or minimal supervision, higher attention to detail with the ability to prioritize and meet time limits

**Columbia International College, Hamilton, Ont. – *Summer Camp Counsellor***  
May 2014 – August 2014

Collaborated with a large team to coordinate activities for international students. Showed leadership in planning and supervising day and overnight trips for up to 200 campers at a time. Proved ability to respond to changes in plan and think on my feet in a fast-paced environment. Showed responsibility in minor emergency situations, as well as the ability to remain level-headed throughout.

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## Education

**Mohawk College, Hamilton, Ont. – *Public Relations Graduate Certificate***  
September 2017 – April 2018

Post-graduate certificate in Public Relations and Corporate Communications. Acted as account executive at the Agency for projects with Lynwood Charlton Centre and Ronald McDonald House Charities of South Central Ontario.

**University of Waterloo, Waterloo, Ont. – *Bachelor of Environmental Studies***  
September 2013 - April 2017

Honours International Development, 4 year program, practice specialization. Achieved requirements for Environmental Assessment Diploma.