

Kristen Hancock

162 Rosebury Way, Mount Hope, ON, L0R1W0

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(289) 683-4119

Education

Skilled Trades Certificate in Building Renovations
Mohawk College, Hamilton, ON

Sept. 2019 - May 2021

Experience

Environmental Operator August 2025 - Present
Dofasco, Hamilton, ON

- Oversee production and ensure all machines are in working order
- Monitor diagnostics to guarantee product is being processed properly
- Draw and test samples to confirm quality of product
- React to problems in a timely and level-headed fashion
- Make process decisions based on inventory and demand
- Operate forklift and remote crane as required
- Work with the team to resolve mechanical problems as needed

General Labourer
Clarity Construction Group, Guelph, ON

May 2021 - Dec. 2023

- Kept the work site clean and free of hazards
- Gave input and ideas on how to resolve problems
- Drove a vehicle to pick up and dispose of materials and waste
- Assisted on new build projects such as decks, sheds, and home additions
- Assisted lead carpenters with difficult tasks and heavy lifting
- Cut and installed materials such as tile, drywall, trim, studs, and blocking

Supervisor
Tim Hortons, Hamilton, ON

Mar. 2018 - Dec. 2024

- Counted and documented inventory
- Maintained a clean and safe work environment
- Followed food handling procedures set by The Health and Safety Board
- Ordered and stocked store merchandise
- Handled, counted and documented the flow of money from registers
- Delegated tasks to keep the store running smoothly

- Handled and rectify customer complaints
- Worked with my team to resolve issues keeping a constant work flow while also ensuring employees were satisfied

Volunteer and Community Involvement

- 2022-2024 U14 boys rep basketball coach
- 2022-2023 U10 co-ed baseball coach
- 2023-2025 baseball umpire

Additional Information

- G-licensed driver with own reliable personal vehicle
- Previous working at heights certification
- Previous WHMIS certification
- Previous food handling safety
- TDG, Forklift and remote crane certified through dofasco