

# Hannah Feist

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## SKILLS

Strong interpersonal skills	Cash Handling	Teamwork
Proactive and self-motivated	Standard Operating Procedure (SOP)	Product Knowledge & Operations
Exceptional organisational skills	Opening/Closing of a Retail Establishment	Strong Computer and Electronic Skills

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## EXPERIENCE

### Kamloops Physiotherapy & Sports Injury Centre

#### Receptionist & Clinical Aide, Part-Time

December 2025 - Present

- Assist patients in booking appointments and assessments with appropriate physiotherapists
- Direct bill and coordinate extended benefit companies when billing patients
- Answer phone call and email inquiries in regards to appointments and clinic operations
- Clean and stock treatment rooms after each patient
- Complete daily operational and cleaning tasks to ensure a smooth clinic set-up.

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#### Educator, Full-Time

July 2023 - December 2025

- Following and maintaining standard operating procedure (SOP) in Front and Back of House
- Maintain visual appearance of store, and merchandises product when needed
- Assists guests in fitting room with product functions, fits and fabrics and made recommendations when asked.
- Maintain online store orders (PPS & BOPIS)
- Assist in pulling and maintaining store replenishment in Front and Back of house
- Complete numerous cash, POS, returns, and exchange transactions during shifts.
- Help promote community events and promotions that the company is advertising
- Work with fellow Educators, Guest Experience Leads, and Managers to maintain a pleasant atmosphere for guests when shopping in store

### lululemon

#### Guest Experience Lead, Full-Time

October 2025 - January 2025

June 2025 - September 2025

- Leading a team of educators to deliver exceptional guest experience
- Drive guest engagement, and strengthen community connections
- Oversee daily operational tasks, ensuring smooth store performance
- Support, coach, and mentor team and educator development
- Have 1:1 development conversations with educators to improve development
- Foster an inclusive, positive atmosphere that aligns with the core values of lululemon

## Bath & Body Works

August 2021 - September 2023

### Sales Associate & Cashier

- Recommended merchandise to customers based on their needs and preferences.
- Responded to customer enquiries in a prompt manner.
- Completed numerous cash and POS transactions during shifts.
- Built relationships with customers to increase likelihood of repeat business.
- Organized, stocked shelves, and maintained cleanliness of the environment.
- Completed floorset tasks under direction to maintain visual appeal of the store.

## The Childrens Place

July 2019 - September 2021

### Sales Associate

- Was Trained into a Keyholder Position, in the event that the needs of the business changed.
- Can successfully complete tasks, such as cleaning, helping customers, and POS Transactions.
- Effectively communicates with customers in a timely manner when they are in need of assistance.
- Trained to execute store opening and closing procedures, and could execute those tasks independently when asked.
- Can confidently set up displays and keep the store tidy, maintaining the visual appeal of the store.

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### EDUCATION

#### Bachelor of Communication and Digital Journalism

Major in Public Relations and Minor in Business Law

Thompson Rivers University | 2022-2026

#### Dogwood Diploma

### AWARDS

**High School Awards:** Received multiple academic awards in high school in various semesters.

**Dance:** Received several dance awards, such as honourable mentions for most improved and dedicated. Also had continuous promotions in a variety of dance styles year over year.