

KATHERINE JETLEB

RECREATION & SPORT MANAGEMENT

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 Toronto, Ontario

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PERSONAL SKILLS

Creative Problem-Solving

Project Planning & Coordination

Professional Communication
(Writing, Presentations, and Public Speaking)

Transformative Leadership

Quick Learner

Relationship Building with Vulnerable Populations

Adaptability & Flexibility

Composure Under Pressure

Detail-Oriented

Emotional Intelligence

Cultural Sensitivity and Competence

EDUCATION

BACHELOR OF SCIENCE

Recreation, Leisure, & Sport
Dalhousie University, Halifax
2026

BACHELOR OF MANAGEMENT

Dalhousie University, Halifax
2026

INTERNATIONAL UNIVERSITY EXCHANGE

National University of Singapore, Singapore

SUMMARY

Recent Recreation Management graduate with a strong interest in program/event planning, sustainable tourism, culture, inclusive sport, and youth leadership. Skilled at quickly identifying challenges and developing strategic, practical solutions.

Creative and innovative mindset with experience using digital tools to build brand presence and engage diverse audiences. Proven team leader who fosters collaboration, motivates others, and helps organizations achieve shared goals.

Dedicated, approachable, energetic, and personable individual driven by a vision to make a meaningful difference in the world and spread genuine happiness.

PROFESSIONAL EXPERIENCE

SNOW SCHOOL DIRECTOR & RENTAL SHOP MANAGER **2025 - Present**
Shames Mountain, Terrace B.C.

- Schedule, delegate tasks, supervise, and oversee daily operations of ski and snowboard instructors, cashiers, and rental technicians,
- Coordinate large school groups, public camps, and private lessons to ensure smooth daily operations while supporting efficient, high-quality programs that foster a welcoming community environment and encourage membership recruitment, retention, and repeat participation,
- Serve as the primary point of contact for ski school participants and rental shop guests, managing inquiries, registrations, and communications while overseeing full rental shop operations, including staffing, training, inventory control, and equipment maintenance,
- Ensure compliance with WorkSafeBC standards, Alpine Responsibility Code, and company policies, maintaining safe operations and continuous improvement across all organizational departments using an interprofessional managerial approach.

RELOCATION COORDINATION ASSISTANT

2025

New Roots Relocation, Toronto ON.

- Supported clients through the full relocation process, from intake to post-move follow-up, in collaboration with the lead Relocation Consultant,
- Researched, created, and updated city guides with customized, local resources to ensure clients receive accurate and relevant settlement information,
- Tracked progress and customer relationship management with CRM tools on Monday.com, maintain client, communication records, and coordinated schedules, documentation, and client-facing materials,
- Drafted professional sales communications, manage LinkedIn content development, and conduct, industry and contact research using Sales Navigator.

KATHERINE JETLEB

TECHNICAL SKILLS

Project Management Software

Excel, Google Sheets, Teams, Word, PowerPoint, etc.

Point-of-Sales Systems

CRM Software

LinkedIn Sales Navigator

Instagram, Facebook, Tik Tok for Organization-Wide Marketing

ACHIEVEMENTS

DEAN'S LIST

Dalhousie University
2020 - 2025

DR. MONA CAMPBELL FUND IN INTERNATIONAL BUSINESS

Dalhousie University
2023

ONTARIO SCHOLAR & HONOR ROLL

Brantford Collegiate Institute
2015 - 2019

PROFESSIONAL DEVELOPMENT & CERTIFICATIONS

STANDARD FIRST AID & CPR/AED

St. John's Ambulance
December 2025

CERTIFIED INCLUSIVITY ASSESSOR

Inclusion U
February 2022

LEVEL 2 NCCP COACH

Gymnastics Ontario
2018

PROFESSIONAL EXPERIENCE *continued*

YHPD YOUTH PROGRAM LEADER

2023 - 2025

YMCA of Greater Halifax/Dartmouth, Halifax N.S.

- Collaborated with other leaders to design and execute engaging before and after school programs for children ages 5-12, including curriculum development, activity planning, and resource management,
- Facilitated hands-on program activities, ensuring a safe and inclusive environment, managing program setup/takedown, material preparation, and evaluation, in line with YMCA standards and safety requirements,
- Maintained positive relationships with parents and caregivers, addressing concerns, supporting child development, and communicating effectively in collaboration with the leadership team.

SALES ASSOCIATE

2024 - 2025

Roots Canada; Dartmouth Crossing, Dartmouth N.S.

- Delivered exceptional customer service by building lasting relationships, resolving customer issues promptly, and fostering customer loyalty,
- Supported store operations by performing POS transactions, merchandise and money handling, and maintaining a visually appealing store environment,
- Contributed to overall team success by adhering to company standards, maintaining loss prevention policies, and staying updated on product and service offerings.

NCCP CERTIFIED GYMNASTICS COACH

2015 - 2022

Brantford Gymnastics, ON; Titans Gymnastics, N.S.

- Assisted children and adults in various gymnastics and fundamental movement skills at the recreational and competitive levels,
 - Devised and developed gymnastics lesson plans and led the group in various activities and circuits,
 - Composed and provided bi-yearly assessment reports on children's gymnastics skill progress,
 - Oversaw gym operations during designated shifts, managed open and close procedures, and handled key responsibilities in the absence of higher management.
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VOLUNTEER EXPERIENCES

CO-PRESIDENT / VP MARKETING & COMMUNICATIONS

2022-2024

Dalhousie Recreation Association (DRA)

GRANT WRITING

2023

Assist in the writing and submission of a grant for powerchair hockey.
Parasport Nova Scotia