

# Declan Fawcett

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St. Albert, AB T8N 4C5

## Skills

- *Excellent and enthusiastic customer service*
- *Leadership and advocacy experience*
- *Adept at creating hotel room reservations*
- *Knowledge and use of a point of sales system*
- *Room control and a keen eye for cleanliness*
- *Provide a great guest and group check-in experience*

## Work Experience

### **Strathcona County- Recreation, Parks, and Culture**

Recreation and Games Ambassador

*July 13th, 2022- Present*

- Media relations, creating content for social media
- Support athletes competing in events and act as a liaison with organizers to help athletes advocate for their needs
- Ambassador at events for recreation, tourism, or city programs, promoting different messages for the event

### **Holiday Inn Express & Suites Edmonton N- St. Albert, an IHG Hotel**

Room Control & Front Desk Agent

*October 2021 - April 2022*

- Checked guests in and answered any questions they had all while providing excellent customer service
- Processed payments for guests from the internal store
- Utilized my attention to detail to make sure each room has enough bar soap, body wash shampoo, and conditioner
- Inspected the sheets on the bed to provide quality control for cleanliness

### **Save-on-Foods, Village Landing**

Stocking Shelves and Facing

*March 2018 - August 2021*

- 10-week work experience placement which successfully led to a permanent position
- Stocked shelves and faced items to ensure products were accessible and visible
- Provided great customer service by promptly and courteously answering all questions

## Volunteer Experience

### **Canadian Athlete Leadership Council**

Alberta Rep

*Start date: November 2022*

- Provide input on a variety of topics relating to Special Olympics Canada or Special Olympics International

### **Special Olympics, St. Albert**

Athlete Leader

*September 2015 - Present*

- As a Special Olympian athlete, I have been volunteering for many years outside of my participation in the sport
- Volunteered at Staples for Special Olympics Canada fundraiser
- A member of the Athlete Leadership Input Council
- Volunteered at Tim Horton for Global Day of Inclusion

### **Bellerose Composite High School, St. Albert**

Volunteer

*2018 - 2022*

- Volunteer activities include Tech Club, Basketball Scorekeeping, Badminton Team Manager, Football Team Helper, School Leadership, Booster Club, Mascot Club, Unified Team, Bikeathon Captain
- Elected to Student Council for Health and Wellness Co-Chair

## **Education**

*Graduated 2022*

Bellerose Composite High School, St. Albert, AB - High School

*October 2019*

Special Olympics Canada - Athletes on Input Councils Committees Training

## **Awards**

Unified Team's MVP Award

*June 2022*

I won this award for contributing to the United Event. I showed a positive attitude towards Unified Sports

Dennis Haworth Voyageur Award

*June 2018*

I won this award for being caring, altruistic, and displaying a positive attitude in all that I accomplished. The recipient must be outstanding in the areas of friendliness, responsibility towards others, accountability for their actions and displaying forward thinking.

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