

# Kirsten Glass

+1-780-289-0929 · kglasscomms@gmail.com · Kamloops, BC

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## EDUCATION

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### **Bachelor of Communication and Digital Journalism**

Public Relations Major, Marketing Minor  
*Thompson Rivers University*  
2020 - Present

### **Diploma in General Business Administration**

Management Focus  
*Camosun College*  
2016 - 2019

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## RELEVANT COURSES

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- Advanced Professional Communication
- Professional/Academic Proposal Writing
- Storytelling for Public Relations
- Managing Festivals & Events
- Media & Public Relations
- Digital Marketing

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## PROFESSIONAL EXPERIENCE

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### **Thompson Rivers University - Knowledge Makers Journal Publication**

*Research Assistant*

**Kamloops, BC**

*Jan 2024 - Present*

- Developed event workshop materials for enhanced participant experience.
- Assisted in program workshop logistics for successful event execution.
- Led the redesign of the Knowledge Makers website, improving user experience and accessibility.
- Developed and managed digital and print media for the Coyote Brings the Food Conference.

### **Thompson Rivers University Faculty of Arts - Communication and Visual Arts Department**

*Teaching Assistant*

**Kamloops, BC**

*2021 - 2023*

- Developed assessment outlines and online resources, showcasing curriculum design skills.
- Facilitated effective communication and mentorship to foster a positive learning environment.
- Collaborated with faculty to enhance teaching methods and student engagement.
- Contributed innovative ideas to improve learning outcomes and support student success.

### **Thompson Rivers University Library Makerspace**

*Research Assistant*

**Kamloops, BC**

*2021 - 2023*

- Supported others' in-space learning through technology, sewing, and communication skills
- Engaged in MakerSpace self-directed training development.
- Designed and published the TRU Makerspace website.
- Created templates, and instructional materials, while managing media production for publication on the MakerSpace website.

### **Thompson Rivers University Open Learning - Rethink Learning Design**

*Research Assistant*

**Kamloops, BC**

*May 2022 – Sept. 2022*

- Designed chapter pages and structural web pages for an online education resource.
- Tailored communication messages to effectively represent learning design theories.
- Proposed and implemented a citation section, enabling students to cite the resource accurately and enhance academic integrity

**Soft Moc - Bay Centre Mall****Victoria, BC***Sales Associate*

2018

- Managed sales transactions, cash balancing, cleaning, and inventory maintenance.
- Provided customer service to both locals and tourists in a fast-paced environment.
- Ensured efficient end-of-day closing procedures.

**Body Mods - Bay Centre Mall****Victoria, BC***Sales Associate*

2017

- Educated customers on body modifications, piercing jewelry, and care.
- Managed sales transactions, inventory, and end-of-day closing independently.
- Reported directly to the manager for task completion and updates and assumed managerial duties for two months without a manager.

**Infinite Events****Edmonton, AB***Research Assistant*

2015 - 2016

- Managed and maintained a wide range of equipment inventory, from vases to popcorn makers and folding chairs.
- Completed order processing, delivery loading, inventory cleaning, tracking, and reporting.
- Gained valuable experience in equipment management and logistics within the events industry.

**Sugar Swing Ballroom****Edmonton, AB***Event Team Manager*

2014 - 2015

- Led a team of 10+ organizers, overseeing scheduling, event monitoring, and new event development.
- Managed and maintained event data to ensure accurate records and smooth operations.
- Managed larger events such as exchanges and workshops.

*Event Facilitator*

2013 - 2015

- Organized weekly dance events, including venue monitoring, DJ payments, and nightly closing procedures.
- Facilitated event logistics such as performer payments, scheduling, and coordination of activities.

**Jeanette Glass Professional Accounting Corporation****Edmonton, AB***Office Technician*

2011 - 2014

- Assembled tax return packets, updated files, and organized client files.
- Provided comprehensive office support, including scheduling client meetings and managing incoming calls.
- Assisted office members with various tasks and occasionally covered the front desk as needed.

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**VOLUNTEER EXPERIENCE**

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**Thompson Rivers Student Union Social Dance Club****Kamloops, BC***President*

2023 - Present

*Vice - President*

2022 - 2023

- Developed and managed website, coordinated events, and managed social media, resulting in a 100% increase in social media engagement and 40% growth in followers.
- Redeveloped and rebranded the club as TRUSU Social Dance Club, increasing social media followers to over 525 and expanding dance styles and membership to 125+ students.
- Led a team of 8 volunteers and club leaders to support club activities and growth.

## **Thompson Rivers University - Knowledge Makers Journal Program**

*Volunteer and Communications Collaborator*

**Kamloops, BC**

*2021 - 2023*

- Supported Indigenous research network and reconciliation efforts through tasks such as video editing, event management, workshop development, and communications drafting.
- Contributed to the journal's mission and initiatives, gaining valuable experience in diverse tasks related to academic and communications work.

## **University of Victoria Swing Dance Club**

*Dance Instructor*

**Edmonton, AB**

*2016 - 2017*

- Instructed dance classes in lead and/or follow roles, and also DJed dance sessions afterward.
- Contributed to a welcoming environment for a free dance event, fostering inclusivity and community engagement.
- Organized and facilitated social dance events to promote learning and social interaction among participants.

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## **SKILLS**

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### **Soft Skills**

- Creative adaptability
- Critical thinking
- Interpersonal skills
- Punctuality and time management
- Strong work ethic
- Service Leadership

### **Hard Skills**

- Familiarity with graphic design (Adobe, Canva)
- Microsoft Office Suite
- Webdesign through WordPress, Dreamweaver, and HTML
- Press releases and copywriting
- Interviews and media relations

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## **AWARDS AND BURSARIES**

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### **Kamloops Blazers Education Society Arts Award**

*Thompson Rivers University*

**Kamloops, BC**

*Fall 2022*

### **TRU Community Trust Bursary**

*Thompson Rivers University*

**Kamloops, BC**

*Fall 2021*

### **Dean's List**

*Thompson Rivers University*

**Kamloops, BC**

*Winter 2020*

### **Dean's Honor Roll**

*Camosun College*

**Victoria, BC**

*Winter 2018*

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## **REFERENCES**

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***Available upon request.***