



## Zeb Hansell

People-Centred. Reliable. Adaptive.

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### Certifications

#### Emergency First Aid & CPR-C

Red Cross

#### Food Safe

Level 1

### Education

#### Thompson Rivers University

GPA: 3.79 / 4.0

Bachelor of Education

(in progress)

### Skills

#### Workplace Skills

- Reliable, adaptable, and collaborative team member
- Clear verbal communication; patient, inclusive, people-first approach
- De-escalation and emotional awareness

#### Technology

- Advanced communications in multimedia, technology, web, video, graphics, print and social content
- Microsoft Office, Google Workspace, Wordpress, Adobe
- Email, scheduling, POS systems; quick to learn new software

### About Me

People-focused customer service & multimedia professional with a strong background in teaching support, client service, and facilitation. Former hairstylist, known for positive engagement, problem-solving, and reliability in fast-paced, people-centred environments. Seeking teaching assistant, hospitality, or service roles where teamwork, calm under pressure, and a positive, grounded presence matter.

### Experience

#### Multimedia Solutions

April 2009-Present

Sole Proprietorship

- Manage and maintain 20+ client websites and email systems, ensuring reliable functionality and uptime
- Provide ongoing technical support, design updates, and troubleshooting with clear, responsive client communication
- Build and retain long-term client relationships through reliability, adaptability, and proactive problem-solving

#### KS Perry Publishing

Jan 2019 - Aug 2023

Kaslo, BC

Online Manager & Sales

- Managed and updated client websites using WordPress, improving functionality and online visibility
- Provided technical support and troubleshooting for staff and clients under tight deadlines
- Supported client growth through clear communication, reliability, and tailored digital solution

#### Community Futures

June 2015 - Jan 2019

Nelson, BC

Workshop Facilitator

- Designed and delivered full- and half-day workshops supporting digital skill development for small business owners and staff
- Created accessible, structured curriculum tailored to diverse learning styles and experience levels
- Led hands-on training that enabled participants to apply practical tools with confidence

### Relevant Child & Youth Experience

- **Volunteer (117 hours), Kootenay Kids Camp** – week-long leadership role supporting group activities, supervision, and positive behaviour in child-centred programs
- **Bachelor of Education (in progress)** – focused on inclusive classrooms, behaviour support, and emotional regulation
- **Parent of two children**, 16 & 20, including experience supporting a child with significant physical and developmental support needs