

Keith Newsome

Bedford, NS | 1(902)210-2524 | k.newsome.ns@gmail.com

Skills and Relevant Experience

- **Customer Service:** Assisted clients in person, by phone, email and mail.
- **Point of Sale (POS):** Processed invoices, point of sale systems and transactions correctly.
- **Teamwork & Leadership:** Led groups of 20-60 youth and support colleagues.
- **Organization & Multitasking:** Managed scheduling, payment and document processing.
- **Communication:** Clear and professional with clients and peers.
- **Technical:** Microsoft Teams, Outlook, 365.

Experience

BFL CANADA | Office Clerk – Bedford, Nova Scotia - March 2021 – September 26th, 2025

Provided customer service to clients and managed multiple administrative tasks that occurred in a fast-paced environment.

- Delivered exceptional customer service to clients in person, over the phone and by email.
- Organized and maintained accurate, confidential client records with attention to detail.
- Coordinate scheduling, payments and documentation in a fast-paced environment.
- Communicated with cross-country teams to resolve issues efficiently

Cadets Canada | Adult Civilian & Cadet Youth Music Instructor – 2018 - 2021

- Led groups of 20 to 60 youths by fostering an environment of learning, collaboration and engagement.
- Trained and guided musicians and young instructors on how to deliver lessons effectively.
- Developed and implemented structured programs while ensuring the safety and participation of the whole group.
- Provided constructive feedback to others and adapted teaching methods to meet the needs of students.

Education & Certification

- **Nova Scotia Community College, Business Administration (Marketing), 2024 – Present**
- **Bachelor of Arts, History & Political Science (2019-2023) Acadia, Saint Thomas, Dalhousie Universities**
- **WHIMIS (2024)**
- **OHAS (2024)**
- **Serve Right Responsible Beverage Service Program – Server (2025)**