

KELLY CROSS

Saskatoon, SK | [linkedin.com/in/kellyjcross/](https://www.linkedin.com/in/kellyjcross/)

EDUCATION

Juris Doctor Candidate (2026)

University of Saskatchewan - Saskatoon, SK

Sept. 2023 – Present

Bachelor of Commerce - Finance

University of Saskatchewan, Edward's School of Business, Saskatoon, SK

Sept. 2018 – June 2023

- Institutional Honours: Great Distinction
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WORK EXPERIENCE

Palliser Insurance Co. Ltd.

Finance Intern – Summer Student

May 2021 – August 2025

- Cultivated and strengthened relationships with agents and clients by delivering exceptional customer service, fostering trust and client satisfaction.
- Managed high-volume payment processing, upwards of \$1 million in a single day.
- Proactively monitored outstanding accounts, ensuring accurate and timely accounts receivable reconciliation each month.
- Collaborated with the finance department in weekly meetings, actively contributing to discussions and providing insights on potential future strategies.
- Contributed in discussions to define database requirements and ensure effective technology maintenance.

Executive Administrative Assistant – Summer Student

May 2019 – August 2020

- Acted as a liaison between the head of operations and agents, addressing inquiries, and assisting in the resolution of work-related issues.
- Oversaw the management and coordination of incoming and outgoing mail, promotional materials, and insurance policies, ensuring efficient handling and distribution.

Prairie Ink Restaurant and Bakery

Server

July 2018 – Sept. 2023

- Thrived in a fast-paced environment, developing strong organizational and multitasking skills to manage high-demand service periods efficiently.
- Provided clear and proactive communication to ensure seamless service, attentively addressing guest needs, accurately conveying orders, and creating positive dining experiences.
- Worked collaboratively with team members to optimize service delivery, coordinating roles to maintain efficient operations and elevate guest satisfaction.

Hostess and Barista

July 2015 – July 2018

- Facilitated effective communication between management and team members to ensure seamless operations in a fast-paced, high-volume environment.
 - Built strong rapport with customers, driving repeat business and enhancing guest loyalty through a welcoming and personable approach.
 - Handled in-person and telephone guest inquiries, service requests, and reservation bookings, providing attentive and efficient customer support.
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VOLUNTEER EXPERIENCE

SAGE Clan Patrol

September 2025 – Present

- Patrolled downtown Saskatoon, distributing food, clothing, naloxone, and hygiene products to individuals who are unhoused.
- Built meaningful relationships through communication to better understand community needs and provide effective support.
- Offered compassionate, non-judgmental assistance to ensure individuals felt heard, respected, and cared for.

Legal Follies Committee

November 2023

- Legal Follies is an annual charitable variety show organized by the College of Law, with proceeds benefiting a local charity selected by the committee.
- Cultivated relationships with local law firms and successfully solicited charitable donations (roughly \$26,000) for the 55th edition of the Legal Follies Talent Show.

Ronald McDonald House

January 2018 – Present

- Prepared and served nutritious meals to families residing at the Ronald McDonald House, ensuring their comfort during challenging times.
- Fostered a warm and inviting atmosphere for individuals and families facing hardships, promoting a sense of community.
- Built strong relationships with guests through active listening and effective communication, providing emotional support and understanding.

Friendship Inn

December 2014 – December 2018

- Organized and collected donations during the winter months to support underprivileged families during the holiday season.
- Contributed to the preparation and service of meals for patrons during the holiday festivities, ensuring a warm and welcoming experience for all.

HOBBIES AND INTERESTS

- Spending time at my family cabin at Wakaw Lake, SK, where I enjoy quadding, boating, and fishing.
 - Taking riverside walks with my adopted senior Shih Tzu, who recently turned 15.
 - Competing on a co-ed soccer team, fostering teamwork and maintaining an active lifestyle.
 - Attending BeWell Studios to stay active and support overall well-being.
 - Exploring true crime documentaries, with an interest in investigative processes and real-life stories.
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