

KRISTEN HASTINGS

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SUMMARY OF QUALIFICATIONS

Please accept this letter and resume as I am expressing my intent to run for a position on the Board of Directors for the Clydesdale Breeders of the USA. My husband Don, and I have been active members of the Clydesdale community for the past 17 years and approximately 6 years ago started raising Suffolk Sheep. We have one son named Kameron, whose love for the Clydesdale breed is far beyond “just for fun”. We have been successful at exhibiting and producing “Five Star” quality Clydesdales who have been sold across the US and Canada. We have had the same success with the Suffolks. As a board member it will be important for me to be committed to each member of the association. To gain the trust and respect of each member, to be accountable for decisions made and proving that decision is in the best interest of the Clydesdale breed. To have integrity and most important to represent the breed and its members so we all have something to be proud of in all diversities of the breed. Times and generations have changed. It’s important to adapt to those changes and continue to teach the rich deep tradition of the Clydesdale Breed to the youth of our Association and new members as they join. I have been a dedicated employee in various positions with 30+ years of experience ensuring top quality service for everyone and I feel I have experience in leadership to be successful as a Board of Director.

PROFESSIONAL EXPERIENCE

Cortland Animal Hospital

November 2019 – Present

Front Desk Receptionist

- Maintained efficient and effective communication with management, employees and clients.
- Organized and developed processes and procedures to ensure daily tasks are more smooth and efficient.

Five Star Horse Decorations, Leland, IL

January 2007 – October 2019

Owner / Customer Service

- Started, own and maintain a small business making draft horse and stall decorations. Designed products from conception and perfected product in professional detail.
- Managed up to 5 employees
- Provide custom products to customers in the United States, Canada, Australia, UK, and France via phone, email, texting, Messenger, and Facebook.
- Created and maintained a website and Facebook page. Work with publications for advertisements.
- Material procurement and inventory.
- Fluent in Quickbooks and Microsoft Office, Publisher products

Critter Care, Plano, IL
Front Desk Receptionist

August 2004 – Early 2007

- Maintained efficient and effective communication with management, employees and clients.
- Ordered and maintained food and prescription medication inventory.
- Organized and developed processes and procedures to ensure daily tasks were more smooth and efficient.

MCI Conferencing, Davenport, IA

December 2003 – May 2004

Accounts Manager / Assistant Supervisor (1999-2004) / Senior Customer Service Rep (1992-1999)

- Served as account liaison for high-profile corporate accounts, offering audio and internet conferencing solutions
- Resolved problems in a timely manner, troubleshooting and responding to issues.
- Listened to customer requests, assessed needs, and provided appropriate service solutions.
- Organized and developed work schedules to meet business needs.
- Observed employees in providing customer service and evaluates performance.

VOLUNTEER WORK

IL SUFFOLK BREEDERS ASSOCIATION

Active member, 2014 - Present

Secretary / Treasurer, April 2019 - Present

- Maintain financial needs and statistical reports
- Develop yearly newsletters for membership
- Organize and facilitate the IL Suffolk Preview Show

UNITED STATES SUFFOLK BREEDERS ASSOCIATION

Active member, 2014 – Present

CLYDESDALE BREEDERS OF THE USA ASSOCIATION

Lifetime & Active member, 2003 - Present

Member of the PERSONNEL & PEDIGREE/PREFIX COMMITTEES, 2019 - Present