

Kyrylo Leshchenko

Dependable team leader with two years of supervision and customer-service experience, now moving into cybersecurity. Calm under pressure, organized, and quick to take on unfamiliar work.

kyryloleshchenko@gmail.com · Newmarket, Ontario

EXPERIENCE	Barista · Starbucks Upper Canada Mall, Newmarket • Customer service — Serves every customer attentively enough that they come back, and remembers the regulars' orders. • Standards — Follows recipes and store procedure to the letter, so every drink matches what the customer ordered. • Team collaboration — Keeps the floor moving through peak hours and steps in wherever the team is short. Supervisor · Tim Hortons 17310 Yonge St, Newmarket • Team management — Supervised and coordinated staff to keep operations running smoothly; assisted with scheduling, training, and performance monitoring. • Closing shift lead — Ran evening shifts end to end: directed the team, verified every closing task met standard, and backed staff up when problems came up. • Team leadership — Led by example, keeping a positive environment and motivating the team to hit its targets. • Problem-solving — Resolved customer concerns and operational issues quickly and calmly. Volunteer · Newmarket Public Library 438 Park Ave, Newmarket • Completed 40 volunteer hours assisting with children's programs and library equipment. • Helped run community fairs and library events.	Oct 2025 — present Oct 2023 — Oct 2025
EDUCATION	Cyber Science, BSc · Toronto Metropolitan University Incoming first-year student Ontario Secondary School Diploma · Sacred Heart Catholic High School Newmarket, Ontario	From Sept 2026 2022 — 2026
CERTIFICATIONS	CompTIA Security+ (SY0-701) Studying toward the exam	In progress
STRENGTHS	• Responsibility — Takes ownership of a task, sees it through, and holds the standard when nobody is watching. • Adaptability — Quick learner, comfortable with unfamiliar tasks and changing environments. • Tech — Works across hardware and software with real curiosity for what happens under the hood; builds and maintains this site.	
LANGUAGES	English · Ukrainian · Russian	