

CAREER HIGHLIGHTS

- Provided administrative and community support for a 152-unit, multi-cultural, cooperative housing project. Responsibilities included minute taking at all Board and Committee meetings.
- Managed and coordinated the production of the Year in Review 2003-- the Centre for Education and Training's annual report. A letter of congratulations was received from the CEO acknowledging my patience, leadership and professionalism throughout the production process.
- Assisted in researching and developing a Guidelines Handbook to support all LINC (Language Instruction to Newcomers in Canada) Assessment Centres for the Province of Ontario.
- Contributed towards the redesigning and marketing of a portal website supporting skilled trades in the Region of Peel. This project was funded and supported by Human Resources Development Canada.
- Developed and managed a substantial advertising client base. Worked independently to meet monthly publication deadlines and financial quotas. This position required "cold calling" and attention to detailed artistic concepts.
- Previous employment experience with prestigious educational institutions - Cornell University and the University of Toronto.

SOFTWARE and TECHNICAL SKILLS

Microsoft Office Word/Power Point/Excel Access Publisher Outlook/Outlook Express Keyboarding – 65 wpm Lotus Notes	Web/Graphics Adobe Photoshop Adobe In Design Adobe Image Ready Adobe Acrobat Adobe Illustrator Quark Express	Web Tools HTML FTP Search Engines Digital Photography
Web/Multi Media Macromedia Dreamweaver Macromedia Flash Macromedia Fireworks Microsoft Front Page	E-Commerce Business Concepts Macromedia Ultra Dev Active Server Pages Internet Research	Operating Systems Unix DOS Windows 95/98/2000/XP PC/Mac Platforms

Project Management and Client Relations Skills

- Experience working in team environments with committees, senior managers and volunteers.
- Worked simultaneously with six senior consultants on developing twelve co-operative housing projects in Mississauga, Brampton and Orangeville.
- Communicated daily with members of the community who were in need of crisis management.
- Experience in being an active Board Member on several non-profit community projects.

Soft Skills

Effective communicator and negotiator, able to explain technical concepts to non-technical users, strong leadership skills, able to define goals and meet deadlines, relate well to all age groups, appreciate multi-

cultural diversity, positive and upbeat personality, able to inspire and motivate team interaction, respect clients' point-of-view, able to work and problem solve independently.

Research Skills

Able to research, analyze, and compile large amounts of information into a meaningful, logical order paying particular attention to detail within predetermined deadlines.

EDUCATION

- Human Services Management Certificate – Sheridan College
- Marketing and Advertising Principles and Layout Skills – Sheridan College
- Web/E-Commerce Professional Program – Computer Technology Institute
- Website Development and Internet Principals – Humber College
- Academy of Learning – Mastered 10 software packages using both DOS and Windows
- Fundamentals of Fine Arts Certificate – Sheridan College

EMPLOYMENT HISTORY

Assistant Supervisor (Part Time Basis) – Tele-marketing and Sales Department Cervol Service Group – Mississauga, ON 2005 - to present

- **Acting Secretary to the Superintendent of Human Resources Support Services
Peel District School Board (Contract) – Mississauga, ON 2004-05**
Provided administrative support for a team of senior managers in a highly confidential environment.
- **Program Assistant (Contract) - Centre for Education and Training – Mississauga, ON 2003-04**
Assisted the Program Coordinator with supporting International Professionals in attaining meaningful employment in Canada that was relevant to their education and previous work experience.
- **Marketing Community Outreach Worker/Web Designer (Contract)
Centre for Education and Training – Mississauga, ON 2001-2002**
 - Redesign *Tradesway.com*, a portal website funded by HRDC to promote skilled trades.
 - Attend trade shows, special events, focus groups and workshops to promote the website.
 - Recruit presenters for skilled trades presentations for high schools, community groups.
 - Establish a focus group from the trades community agencies.
 - Develop a power point presentation to be used on the road and in-house.
 - Provide client support for the New Media Employment Centre.
- **Webmaster and Marketing Assistant – Westway Machinery Ltd. - Mississauga, ON 1998-2001**
Accountable for the ongoing management of the corporate website. Assisted a sales team of six to meet quota objectives using online sales techniques. Managed and coordinated off-site multi media graphic designers in producing advertisements and in-house marketing materials. Provided computer and technical support to four senior managers as well as plant staff.
- **Community Development – Ashworth Square Co-op, Mississauga, ON 1996-1998**
Provided administrative, mediation and resource support to all co-op members. Managed 12 volunteer committees. Supported the volunteer Board of Directors. Assisted the Maintenance Supervisor and Property Coordinator in all co-op duties and responsibilities.
- **Sales/Marketing – Meadowvale World Newspaper, Mississauga, ON – 10 years**
Built from the ground up a substantial community advertising client base. Worked independently to meet publication deadlines and monthly financial quotas. The position required “cold calling”, excellent public relations skills and attention to detailed, artistic, layout concepts.

COMMUNITY INTERESTS

- Big Sisters of Peel
- Technology for Women - Mississauga
- DRO (Deputy Returning Officer) volunteer for Municipal, Provincial and Federal Elections.
- Assisting seniors to learn basic computer skills
- Teaching children how to draw and paint