

## Skills

- ◆ Proficient knowledge and extensive use of computers and various applications including but not limited to: M.S. Office with advanced Excel skills, various databases, Macromedia 8, Corel Draw, Adobe PageMaker.
- ◆ Web site development experience with HTML, CSS, SQL, SEO
- ◆ Accurate and detailed record keeping, bookkeeping, data input
- ◆ Excellent organizational, written, and oral Skills.
- ◆ Extensive customer/client service experience.

## Training and Certifications

### **BROCK UNIVERSITY** 2006

*Computers and Application Software (COSC 1P95) Final mark 90%*

### **BROCK UNIVERSITY** 2006

Professional Management Certificate Program (Seminars)

*Creativity and Problem Solving*

*Strategic Planning*

### **ACADEMY OF LEARNING** 2000

*Bookkeeping (Certificate)*

### **NIAGARA COLLEGE** (on-line) 2000

Introduction to the World of Electronic Commerce

## Experience

### **WEEP INITIATIVE** 2007 - present

***The Canadian Initiative to Stop Wireless, Electric, and Electromagnetic Pollution***

<http://www.weepinitiative.org/>

#### **Web Master / Communications and Information Officer / Adviser**

- ◆ Set up, update, and maintain the website and news blog.
- ◆ Respond to inquiries and requests for information from around the globe.
- ◆ Redirecting and providing information for more localized connections & services where necessary.

### **BROCK UNIVERSITY** 2002 - 2010

#### **Office of University Advancement**

##### ***Annual Fund Assistant***

Provide administrative, clerical, technical and reception support to the Annual Fund Department. Working with highly confidential information under tight timelines and deadlines where accuracy and attention to detail are imperative, responsibilities include:

- ◆ During the database security breach, was responsible for the fast and accurate coordination and execution of: searching and sorting of 75,000 (the entire database) records using M.S. Excel as well as the database; setup multi criteria merge documents using MS Word and ascertaining accuracy of merges; printing, collating and mailing; organizing, recording and re-directing responses; keeping records of all statistics and procedures used, and generating reports on progress and final satisfactory outcome.
- ◆ Adhering to departmental and University standards, co-ordinate, layout, prepare, and distribute various promotional materials for annual phone-mail campaigns.
- ◆ Create and use mail merge documents with multiple query/criteria merge fields to merge data from Excel spread sheets.
- ◆ Create, maintain, and update Alumni and parent records on in-house database.
- ◆ Run, analyze, and test statistical reports to ensure the integrity of the database and accuracy of the data.
- ◆ Prepare and process various departmental forms including cheque requisitions, on-line purchase orders, expense claims, etc.
- ◆ Respond to in-person, phone, mail, and e-mail inquiries from Alumni, parents, student employees, and other Brock departments.
- ◆ Monitor and maintain inventories of office supplies and printed campaign materials.
- ◆ Maintain and reconcile all budget records.
- ◆ Assist the Coordinator with Caller interviews, training, scheduling and supervision.
- ◆ Prepare systems for new Callers/Team Leaders and process employee contracts for HR.

## Experience (cont'd)

### **BROCK UNIVERSITY** 2002 - 2010

#### **Office of University Advancement**

##### ***Annual Fund Coordinator (acting)***

- ◆ During a three month absence of and subsequent two month search for a new Coordinator, assumed that position's responsibilities while still performing the Assistant's duties with assistance from a student employee.
- ◆ Trained and oriented the new Coordinator.

### **ST. CATHARINES HYDRO UTILITY SERVICES INC.** 2000 - 2002

#### **Finance Department/Customer Service**

##### ***Cashier (Teller)***

Working with highly confidential information, responsibilities include:

- ◆ Customer service; answered customer inquiries in person and by phone.
- ◆ Processed bill payments: in person payments as well as mail and internet banking. Accurately entered data, reconciled till and all accounts personally worked on.
- ◆ Sorted and directed mail
- ◆ Set up and maintained several filing systems.

##### ***Senior Cashier (Acting)***

During Senior Cashiers absences and vacations fulfilled additional duties such as:

- ◆ Generated reports for accounting department.
- ◆ Solved banking problems and consulted with customers and bank personnel when necessary.
- ◆ Resolved payment irregularities.
- ◆ Verified and cross checked books and balance sheets; finding and correcting discrepancies where necessary.
- ◆ Account corrections and updates.
- ◆ Processed customer's banking information for pre-authorized payments.
- ◆ Performed final daily balance and reconciled all department transactions.
- ◆ Supervised temporary employees.

### **FOOT IN THE DOOR DESIGN AND PUBLISHING** 1996 - 2005

#### **Graphic Designer / Publisher (self employed)**

Involved in all aspects of small business operations of graphic design and desktop publishing

- ◆ Customer relations: collaborated with clients to ascertain needs and followed up to assure quality service
- ◆ Graphic design: Logo design, ad copy, brochures, letterhead, business cards, business forms, posters, greeting cards.
- ◆ Published client's writings and memoirs
- ◆ Composed business letters and various correspondence for clients
- ◆ Marketing and merchandising.
- ◆ Negotiated with printing houses, sub-contractors, and suppliers.
- ◆ Profit planning, evaluation of cost effectiveness, bookkeeping.

#### **Tutor / Computer Technician** 1999 - 2005

In person and telephone tutoring.

- ◆ Instructed clients on how to use the computer, internet, and various programs.
- ◆ Investigated and resolved computer problems.
- ◆ Installed and set up computers and various applications.

## Relevant Volunteer Experience

### **PRINCE PHILIP PUBLIC SCHOOL** 1995 - 2000

#### **Co-Chair, Fundraising Committee, School Parent Association**

- ◆ Raised \$50,000 in a two year period to purchase new playground equipment. Initiated, organized, and implemented several successful fundraising projects including: Annual Bedding Plant Sale, Annual Christmas Bizarre and Craft Sale, Pizza Coupon Sale, and several other smaller initiatives.
- ◆ Procured advertising for Parent Association newsletter which earned \$1100 annually.
- ◆ Recruited and organized volunteers.

#### **Co-Chair / Communications Officer, School Parent Association**

- ◆ Collaborated on, organized, and supervised various school/parent events and projects.
- ◆ Designed, set-up, published, and distributed monthly newsletter and special events publications.
- ◆ Assisted teachers with special projects