

MARK BORDEN

BA, MLIS

GET IN TOUCH:



Mobile
(416) - 209 - 0807



Email
mborden@uwo.ca

+ EMPLOYMENT

- 2014 - Present
Nov -

UNIVERSITY OF WESTERN ONTARIO
Document Processor

 - Identify, process, and track all documents submitted to the Undergraduate Admissions Office by applicants
 - Match documents electronically to files and determine which applicant files are ready for review
 - Code English proficiency test results, SAT and ACT test results on the PeopleSoft HE system
 - Contact applicants to clarify on file information which may be inaccurate
- 2011 - 2013
Dec - Jan

WORKPLACE SAFETY & INSURANCE BOARD
Scan & Index Representative

 - Scanned all incoming claims related mail into the priority queue system via an industrial batch scanner in order to generate document images for release to Quality Control
 - Performed extensive database management including validation, rejection and suspension of document batches
 - Searched and indexed imaged documents and match those to existing claims through advanced look-up system
 - Managed the storage, transportation and recording of tracking information associated with hard copy documents after scanning
- 2010 - 2011
Aug - Dec

WORKPLACE SAFETY & INSURANCE BOARD
Survey Administrator

 - Completed surveys with WSIB clients over the telephone
 - Piloted several new research projects
 - Appropriately and successfully handled tense situations that arose
- 2010 - 2010
Apr - Sep

INDIGO BOOKS & MUSIC
Customer Service Representative

 - Communicated with the distributor representative to modify upcoming orders depending on anticipated customer needs
 - Manually kept statistical data as periodicals were not tracked in the computer system

+ EDUCATION

- 2013 - 2014
Apr Dec

LIBRARY AND INFORMATION SCIENCE- MLIS.
Faculty of Information & Media Studies
University of Western Ontario
- 2007 - 2011
Sep - Apr

CRIMINOLOGY - B.A.
Department of Criminology
Ryerson University
- 2006 - 2007
Sep - Apr

GENERAL ARTS AND SCIENCE
Liberal Arts and Sciences
George Brown College

+ ACHIEVEMENTS

- Successfully established a new student group while earning my undergraduate degree at Ryerson University
- Developed a system to notify customers of merchandise affected due to distributor lockout while at Indigo
- Resolved a long-standing technical problem relating to the WSIB eChannel service
- Created a database with a web interface using Access, Dreamweaver, SQL and Coldfusion while earning my MLIS
- Exceeded the departmental quota by over forty-five percent as a WSIB "Scan and Index Representative"

+ PROFESSIONAL SKILLS

Relationship Building	Microsoft Access
Conflict Management	Self-Starter
Database Management	Financial Acumen
Customer Service	Results Oriented
Market Research	Coaching
Statistics	Leadership
Microsoft Word	Project Management
Microsoft Excel	Health and Safety

MARK BORDEN

BA, MLIS

GET IN TOUCH:



Mobile
(416) - 209 - 0807



Email
mborden@uwo.ca

+ VOLUNTEER PROJECTS

- 2013 - Present
Dec

WESTMINSTER CLASSICAL CHRISTIAN ACADEMY
Social Media Specialist

 - Created and implanted the schools social media strategy
 - Integrated Google Analytics and Google Adwords into the WCCA website and report my analysis of the data to the marketing manager and Board of Directors
 - Maintain WCCA's various social media channels
 - Update the WCCA website as needed
- 2014 - 2014
Apr - Nov

TORONTO CITY COUNCIL
Candidate for Toronto Ward 30

 - Developed the campaign website according to current "best practices" and user experience literature
 - Assembled a team of volunteers and assigned roles based on their backgrounds and skills
 - Researched issues of importance to the ward using public information and site analytics to help craft campaign platform
 - Handled the campaigns finances and reporting obligations according to regulatory requirements
- 2011 - 2012
Jun - Dec

EASTVIEW COMMUNITY CENTRE
Food Bank Intake Coordinator

 - Coordinated a team of five to seven volunteers to assure smooth distribution of food
 - Assessed clients and entered their information into the database
 - Registered clients and assigned numbers on a first come first serve basis
 - Helped with preparing the program stats on monthly basis
- 2010 - 2011
Dec - Apr

RYERSON UNIVERSITY
Executive Treasurer of SIDSA

 - Founding member of the "Stop Impaired Driving Students' Association" student group
 - Developed and engaged in public education initiatives on campus
 - Recruited, trained and supervised new members

+ VOLUNTEER PROJECTS CONTD.

- 2009 - 2011
Sep - Apr

RYERSON UNIVERSITY
Student Mentor

 - Encouraged community involvement and the development of leadership skills
 - Tactfully confronted negative behaviours and help to resolve personal and/or academic difficulties when possible
 - Helped mentee to set realistic short-term and long-term goals and used positive reinforcement to help them achieve their objectives

+ PERSONAL SKILLS

Communication	Flexibility
Teamwork	Problem Solving
Time Management	Analytical
Attention to Detail	Integrity
Initiative	Independence

+ RESEARCH INTERESTS

User Experience Research
Privacy Issues
Big Data
Emerging Technology

+ ACADEMIC AWARDS

2014 **DONALD K. NORRGARD AWARD**
Based on academic excellence and accomplishment in the areas of information technologies and systems. Awarded through the Faculty of Information & Media Studies at The University of Western Ontario.