

## Profile

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A motivated, personable, Business Professional, with a passion for working in Athletics Administration and with people. Accustomed to handling confidential records. Able to thrive in deadline driven environments, and able to stay calm under pressure. Excellent team player.

## Summary of Qualifications

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- \* Approximately 20 years of working in Athletics Administration \* Excellent Customer Service Skills \*
  - \* Advanced Microsoft Excel \* Word \* Quickbooks knowledge \* HTML & CSS Knowledge \* Loves being part of a team \* Decision Making Skills \* Cash Handling and Payment Processing Experience
- Languages: English, In between Basic and Intermediate French

## Experience

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### **TD BANK, Customer Service Representative** *Ottawa, ON* (February 2020 to Present)

- Responsible for answering incoming phone calls from customers and clients
- Responsible for resolving customer issues and complaints
- Responsible for documenting calls in computer system
- Responsible for having knowledge of various Bank products, in order to offer advice to customers

### **OTTAWA CHAMPIONS BASEBALL CLUB, Business Manager/Box Office Manager** *Ottawa, ON* (April 2015 to December 2019)

Responsible for all aspects of Business Operations and Box Office Operations, which include, but not limited to:

- Responsible for day to day operations of the Front Office, Box office, and Merchandise Store
- Responsible for filing monthly CRA Source Deductions and quarterly HST payments; AP/AR lead
- Responsible for staff recruitment for Front Office, Box Office, and Merchandise Store
- Responsible for customer service inquiries in person, over the phone, and through e-mail
- Managed 50/50 Raffle for 2 seasons

### **ENTERPRISE RENT A CAR, Management Trainee/Customer Service Rep** *Ottawa, ON* (June 2014-Mar. 2015)

- Responsible for processing reservations for customers over the phone and in person
- Assists in marketing the Company to existing corporate accounts in hopes of generating more business
- Responsible for mentoring new Customer Service Representatives
- Assists in all customer service duties including pickups, direction assistance, preparing vehicles

**NORTH CAROLINA STATE UNIVERSITY, Ticket Manager** *Raleigh, NC, USA* (Aug. 2005 - May 2014)

- Developed weekly, monthly, and yearly timelines for operations in Ticket Office
- Point person for completion of all ticket assignments for Football, Basketball, and Baseball Season Tickets
- Responsible for making sure various tickets are packaged and shipped out to customers
- Supervised one full time employee and 3-7 interns

**NORTH CAROLINA STATE UNIVERSITY, Assistant Ticket Manager** *Raleigh, NC, USA* (Aug. 2001 - July 2005)

- Responsible for customer service inquiries at sporting events
- Sold seat licences for Football, Basketball, and Baseball
- Spoke to Varsity Teams on a yearly basis about the importance of supporting the University
- Assisted in Will Call booth on game days for Football, Basketball, and Baseball

### **Special Events Worked**

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- NCAA Basketball Tournaments (2004-2006, 2014)
- Atlantic Coast Conference Basketball Tournaments (2004-2014)
- NCAA Bowl Games (2003, 2005, 2008, 2010-12)

### **Education**

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**NORTH CAROLINA STATE UNIVERSITY** *Raleigh, NC, USA* (1994-1998)

- Bachelor of Science, Business Management. Concentration: Human Resource Management

**CARLETON UNIVERSITY** *Ottawa, ON,* (Feb 2020-July 2020)

- 6-month computer coding bootcamp offered through Sprott School of Business

### **Accomplishments**

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- Four Half Marathons (and counting?)