

Sheila Donnelly

604-329-6953 sheila.donnelly@outlook.com

<https://ca.linkedin.com/in/sheila-donnelly>

Objective

While I am currently studying as a full-time online Software Engineering student, I am looking for a team that may be able to make use of my experience on a part-time basis. I am seeking a field with challenge, growth and the opportunity with another great team.

Education

CENTENNIAL COLLEGE, Scarborough, Ontario

Software Engineering Technology, Present – June 2024 (3-yr program)

CONESTOGA COLLEGE, Kitchener, Ontario

Diploma of Materials and Operations Management (Coop), Focus on ERP Design, 2007 (3.5-yr program)

CONESTOGA COLLEGE, Kitchener, Ontario

Certificate of Office Administration, 2004 (1-yr program)

Experience

DOXIM INC, Burnaby, BC (Head office in Markham, ON)

April 2019 – October 2021

Client Services Manager (Western Canada Representative)

- Level 1 Support for back office Electronic Content Management application, tax application and print services
- Managed service needs of 46 Western Canada clients and after hours support for all North American clients
- Canadian remote installation, mapping and troubleshooting Support lead for Easy Capture and eSign Live
- Daily use of Microsoft Office Suite and Salesforce and daily remote meetings with team in Eastern Canada

ACME FIRE AND SAFETY CO, Burnaby, BC

November 2017 – February 2019

Customer Service, Repair Coordinator and Operations Assistant

- Responded to and facilitated suppression and alarm customer inquiries, sales, repairs and emergency requests
- Dispatched and coordinated the team of 17 technicians (and various 3rd party suppliers for outlying areas)
- Created all recurring annual and semi-annual fire safety work orders for the dispatch team
- Daily use of Microsoft Office Suite, Google Drive, and Foundation ERP System

ALLIED VISION TECHNOLOGIES CANADA INC., Burnaby, BC

August 2014 – November 2017

RMA Service Coordinator

- Coordinated international Prosilica product line return and repair material flow
 - Facilitated customer service (Salesforce), repair inventory (Comarch) and repair work orders for North America
 - Improved internal repair and customer communication time average by 2 days through system and time management
 - Worked closely with Application Support team for application improvement and beta testing projects
-

Experience Continued

BC FILM, Lower Mainland, BC

September 2010 – August 2011

Production Assistant

- Assisted with execution and coordination of location setup, maintenance and tear-down for feature films and television series
- Maintained rapport with various crews and departments
- Communicated with vendors, public and canvassed for potential location owners

ACCU-LINK CALL CENTERS, Guelph, Ontario

November 2008 – September 2010

Reporting Analyst and Customer Service Representative

- Designed, audited and maintained databases and reports for parent site (Oracle and Excel)
- Reduced center Reporting time by 28 hours per week through automation and process oriented streamlining
- Maintained and provided troubleshooting for utility backend mapping system
- Worked with department leads to define and realize application needs

TOYOTA MOTOR MANUFACTURING COMPANY, Cambridge, Ontario

May 2008 – August 2008

Materials Specialist (Contract)

- Coordinated internal and pipeline parts supply for 36+ suppliers (12-48 “Just-in-time” daily shipments)
- Supported production line inventory supply functions during new plant start-up
- Managed engineering changes and line changeovers within function product lines
- Daily coordination with purchasing, production, shipping/receiving, 3PL logistic partner and suppliers

ALL-PRO TELEMARKETING, Kitchener and Cambridge, Ontario

Telemarketing

2001-2007

- Achieved rank of regional highest selling female in 3 offices over 6 years
- Maintained daily and weekly sales and appointment quotas
- Trained and supported new employees

Achievements

- Received Purchasing Management Association of Canada (PMAC) Commodities Award, Conestoga College - 2006
- Received Association for Operations Management (APICS) student honorarium for completion of Basics of Supply Chain Management Exam, Conestoga College - 2006
- Nominated for Bill Kermer award for most improved student, Conestoga College - 2005
- Received “I Make it Happen” Award for Q3 & Q4, Accu-Link Call Center - 2005

Certifications and Activities

- Certified Scouter for Scout's Canada, Burnaby First Center Lake – 2019-2020
 - School Hot Lunch Ordering, Ecole Seaforth PAC – 2019-2020
 - Certified Level 2 Occupational First Aid Attendant, Dynamic Safety, March 2015 – March 2018
 - Chair of Health and Safety Committee, Allied Vision Technologies - March 2015 – November 2017
 - Licensed Co-pilot, Air Time Canada - July 2013
 - Chair of Environmental Committee, Accu-Link Call Centre, May 2009 – June 2010
 - Member of Reward and Recognition Committee, Accu-Link Call Centre - November 2008 – June 2010
 - Member of Association for Operations Management (APICS) – September 2005 – September 2008
 - Peer tutor for Office Administration and Materials and Operations Management, Conestoga College - 2005
-