

## **SKILLS AND QUALIFICATIONS**

- Over 5 years' progressive experience in Project / Program Coordination and Administration
- Successfully completed Project Management Certificate from University of Toronto, 2012
- Web development and maintenance, computer coding / programming and content development aptitudes, using HTML, CSS, WordPress, jQuery and JavaScript
- Proficient in Microsoft applications (Word, Excel, Outlook, OneNote, PowerPoint, Project, Publisher)
- Capable of generating creative documents and photos using MS Publisher and Adobe Photoshop
- Marketing and engagement abilities utilizing social media tools (Facebook Pages, Instagram, Pinterest, Twitter)
- Adept at researching various topics, compiling information and writing and editing articles, newsletters and reports with precision, resulting in comprehensible and readable content
- Self-motivated, able to initiate responsibilities, as well as a dedicated team player, committed to providing high-quality support and excellent problem-solving skills to clients and all organizational levels
- Consistently receive positive oral and written evaluations, recognized for Excellence in Customer Service and achieved 98% client satisfaction rating over a 7 year period

## **WORK HISTORY**

### **Workshop Coordinator – Scientists in School**

2008 – Present

- Effectively plan, develop and present successful education workshops, including researching and revising workshops to meet the needs of individuals, leading to multiple requests for repeat workshops in subsequent years
- Direct point of contact for clients with respect to scheduling, providing logistics and follow up and respond in a timely and efficient manner to all inquiries or problems, resulting in a 98% client satisfaction rating
- Prepare, maintain and update all workshop materials, taking into account client feedback and keeping content relevant and
- Coordinate all workshop scheduling and delivery matters, maintaining accurate records and files, immediately updating information for both internal processes and using on-line database management software to keep interoffice managers and support staff aware and informed, increasing communications and knowledge transfer
- Streamlined operations and enhanced service by creating an effective and user-friendly records management system

### **Team Lead / Program Coordinator – Summerhill**

2007 – 2011

- Conducted consumer engagement campaigns aimed at market transformation, aligned with retailers and public utilities, resulting in measureable increases to monetary savings, achievement of conservation targets and increased awareness of environmental issues
- Managed staff as in-field Team Lead, training on procedures, verifying team is prepared, delegating duties, resolving conflicts, answering questions, ensuring health and safety and escalating issues, as necessary
- Coordinated program activities by organizing records, completing daily progress reports and event summaries, collecting client feedback, updating multi-user database systems and generating accurate reports to record all call and account details that dramatically improved office communications and program delivery
- Researched various topics and compiled information into reports and program documents to summarize, streamline and disseminate pertinent program information
- Enforced quality and customer service standards by analyzing and resolving client issues or complaints, then corrected program delivery problems in a timely manner that resulted in increased client satisfaction and faster turnaround time

**Project Coordinator – SNC Lavalin, Inc.**

2004-2006

- Defined scope of project in collaboration with senior management and wrote client proposals and contracts that consistently met or exceeded expectations
- Created detailed work plans, developed schedules and forms to document project activities that effectively utilized and allocated resources, enhancing communication and performance throughout the team
- Assigned staff to carry out objectives, including preparing task lists and scheduling field work, which resulted in constant strict adherence to timelines and goals being consistently met
- Wrote progress reports for internal management and for clients in a timely manner, keeping stakeholders informed
- Organized and compiled information and results for final reports, including research, writing and results interpretation to distribute to clients and government regulating bodies

**VOLUNTEER / OTHER EXPERIENCE**

**Program Coordinator** for Ontario Native Alliance: • Managed various programs including disseminating of information, responding to public inquiries, working with diverse populations, connecting and referring individuals to community partners and developing resources to address individual needs • Prepared work plans, financial and progress reports with supporting documentation for funders • Produced newsletters, brochures and pamphlets

**Program Intern** for Tip of the Mitt Watershed Council: • Coordinated and conducted research projects, remediation, flooding and erosion strategies • Devised and implemented restoration projects including project planning and design, organized field staff, volunteers and co-op students • Assisted in the completion of watershed land use plans and carried out environmental permitting • Educated the public and raised awareness

**Program Assistant** for Wildlands League: • Researched and compiled information and wrote reports • Strategized on outreach and conservation campaigns with legal teams and government branches • Fostered and supported partnerships with community groups, First Nations, government and non-profits by working together on conservation projects, offering services and assistance and promoting available programs

**Project Coordinator** for Ontario Streams: • Researched and wrote funding proposals for various grants - one submission was approved from only 21 granted across Canada • Prepared work plans and progress reports, maintained financial records and compiled research and results • Coordinated and engaged volunteers, co-op students and youth at risk participants in the Second Chance Program

**PROFESSIONAL DEVELOPMENT**

**HTML, CSS, CSS3, jQuery for JavaScript** – Ladies Learning Code, 2015

**Computer Science 101** – Stanford University, 2014-2015

**HTML, CSS, JavaScript, jQuery, PHP, Python, Ruby, Ruby on Rails** – Codecademy, 2014 to Present

**Client Service: Striving for Excellence** - Toronto Hostels Training Centre, 2014

**SMART Board presentation software / hardware training** – Scientists in School, 2014

**Digital Design Studio Innovation: Photoshop I, Photoshop II, Website Design I** - Toronto Public Library, 2012

**EDUCATION**

**Project Management Certificate** - University of Toronto: *Averaged 90%*

**Post-Graduate Diploma: Ecosystem Restoration** – Niagara College: *Placed on President's Honour Roll (for achieving (90% average or higher) in every term*

**Honours Bachelor of Science (Hon. B.Sc.)** - University of Toronto