

# ANTHONY CARDOZO

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## SKILLS

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- Strong service orientation
- Excellent communication and interpersonal skills
- English-French bilingual
- Highly adaptable
- Good attention to detail
- Experience with Microsoft Office and Google Suite (word processing, email, spreadsheets, calendars, etc)
- Resourceful
- Works well alone and as part of a team
- Coding & web development; working knowledge of HTML, CSS, JavaScript, Express, Node, SQL, Mongo, React

## EDUCATION

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### FULL-STACK WEB DEVELOPMENT BOOT CAMP (May-October 2021)

*Carleton University*

### BACHELOR OF ARTS, MINOR IN COMMUNICATIONS (Received June 2021)

*University of Ottawa, Ottawa*

### ONTARIO SECONDARY SCHOOL DIPLOMA (Received 2008) – Ontario Scholar, Honour Society

#### BILINGUAL CERTIFICATE

*Glebe Collegiate Institute, Ottawa*

## EMPLOYMENT

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### SERVICE CANADA

**AUGUST 2019 - FEBRUARY 2021**

*Information Officer*

- Taking an average of 50-60 inquiries per day for the 1-800-O-CANADA bilingual information service; fielding, researching, resolving and redirecting inquiries as needed regarding the hundreds of programs and services delivered by the federal government of Canada
- Handling emergency or “crisis calls”, assisting callers with connecting to the appropriate services, including various counseling and emergency hotlines
- Being selected to work on various special projects in collaboration with other departments such as Elections Canada (August-October 2019) and Fisheries & Oceans (August-October 2020)

### BLACK SQUIRREL BOOKS & ESPRESSO BAR

**JANUARY 2018 - OCTOBER 2019**

*Booker/Event Coordinator*

- Booking, promoting and hosting over 200 events, while raising and diversifying the profile of the bookstore/cafe and of the neighbourhood of Old Ottawa South
- As event booker, processing booking requests, creating and maintaining administrative system for booking and promoting events, managing internal & external calendars and tracking sheets, liaising with artists/organizers to arrange scheduling and promotion, curating and

experimenting with new events, working with management and owners on logistical and administrative issues

**CAPITAL REHEARSAL STUDIOS**

**APRIL 2016 – MARCH 2018**

*Service Supervisor*

- Scheduling hourly bookings in rehearsal rooms
- Collecting rent and hourly fees from clients
- Cleaning and maintaining rehearsal rooms
- Repairing equipment where possible
- Coordinating with and receiving items for in-house Atelier Guitar Repair shop

REFERENCES AVAILABLE UPON REQUEST