

SHAWN EVANS

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PROFILE

- Enthusiastic client engagement expert, focused on quality and service.
- Skilled communicator and team player.
- Innovative problem-solver familiar with cutting edge technology to get things done.
- Efficient project manager able to oversee multiple projects of various scale.

CORE SKILLS

Project Management, Team Building & Mentoring, Process Improvements, Team Leadership, Vendor Relations, Calendar Management, Problem Solving, Planning & Organizing, Time Management

PROFESSIONAL EXPERIENCE

Travel to South America

Various Countries
2018-2019

Dunfield Retirement Residence

Toronto, Ontario
2013-2018

TTC Musician & Music Instructor

Toronto, Ontario
2012-2013

Rosener House Adult Day Center

Menlo Park, California
2000-2011

EDUCATION

B.A. Music Therapy

Berklee College of Music
Boston, Massachusetts
Cum Laude 1998

RELEVANT SKILLS

CUSTOMER SERVICE

- Communicated effectively with clients and other stakeholders in person, by phone and email to maximize positive outcomes.
- Initiated organizational policies and procedures with management team to enhance client experience and improve processes.
- Built strong relationships and communication with third-party vendors, entertainers, government officials and contractors.
- Led monthly meetings open to all retirement residents to discuss activities, facilitated weekly resident roundtable discussions, and liaised with the Residents' Executive Committee on resident matters.
- Coached and assisted residents to run presentations for their peers.
- Coordinated with multi-disciplinary therapeutic team to meet clients' needs.
- Presented and promoted programs at community education and outreach events.
- Developed a resident "meet and greet" social hour to help integrate new residents into the community.

PROJECT MANAGEMENT

- Created and maintained a robust monthly events calendar and daily activities including facilitating educational, recreational, social and therapeutic programs for small and large groups.
- Developed, planned and coordinated inter-departmental team to produce building-wide special events.
- Researched, booked and guided group excursions across the GTA and Southern Ontario, and created a new sign-up and excursion management system to increase access for residents.
- Founded, managed and led the residence's first ongoing community choir with more than 20 regular members.

TECHNICAL

- Extensive experience in both Windows and Mac environments and with all Microsoft Office products.
- Performed basic network operations such as setting up wifi networks, shared drives and printers, port forwarding and user permissions.
- Introduced cloud-based project management tools for the department.
- Provided computer and technical assistance and education to seniors at the retirement residence.
- Configured and operated digital video equipment and applications.
- Set up and operated live sound reinforcement equipment for both speaking and musical engagements.
- Recorded and edited audio for spoken word, vocal and instrumental music.
- Created promotional materials for all events as well as the design, layout and editing of the resident newsletter.
- Studied HTML5, CSS3 and modern web development