

Bronwen Nicholson

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GitHub: <https://github.com/bnicholson87>

Portfolio: <https://bnicholson87.github.io/ResponsivenessPortfolio/>

PROFESSIONAL PROFILE

- 5 years combined experience working in administration
- 3 years experience working in customer service
- Knowledge of Microsoft Office, HTML, CSS, JavaScript and jQuery
- Strong communication skills in English, and advanced French language skills

EDUCATION

Certificate – Coding

01/2021-04/2021

UNIVERSITY OF TORONTO SCHOOL OF CONTINUING EDUCATION, Toronto, Ontario

Diploma – Career and Work Counselling

01/2012-12/2012

GEORGE BROWN COLLEGE, Toronto, Ontario

Bachelor of Arts – English and Drama Studies

09/2005-06/2010

GLENDON COLLEGE, YORK UNIVERSITY, Toronto, Ontario

PROFESSIONAL EXPERIENCE

Office/Administration

- Processed donations onto Salesforce from handwritten forms
- Stuffed, sealed and date stamped envelopes for mailing
- Pulled, updated and re-shelved insurance files
- Sorted and boxed files by date, and shredded those that were past their retention period
- Reorganized the archive room and filing cabinets to help make documents easier to find

Customer Service

- Answered participants' inquiries about programs over the phone and e-mail
- Registered participants for trips to Ward's Island
- Greeted customers, directed them to the products they were seeking
- Restocked and priced items
- Handled cash and completed transactions
- Received customer donations to charity, and recognized for collecting the most

Job Search Support/Social Services

- Provided front desk relief, and organized file folders
- Facilitated workshops for clients with disabilities
- Conducted mock interviews and client intakes
- Led both group and individual job search coaching sessions
- Managed the resource room, and aided clients as needed
- Prepared and served food to program participants

EMPLOYMENT HISTORY

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| Seasonal Data Entry Clerk THE TERRY FOX FOUNDATION, Toronto, Ontario | 11/2017-02/2020 |
| Mailroom Assistant (Contract) WAWANESA INSURANCE, Toronto, Ontario | 02/2019-04/2019 |
| Document Control Clerk (Contract) TD INSURANCE, Toronto, Ontario | 06/2018-11/2018 |
| Office Assistant (Contract) SUNSHINE CENTRES FOR SENIORS, Toronto, Ontario | 02/2018-05/2018 |
| Clerk (Contract) HEALTHFORCEONTARIO MARKETING AND RECRUITMENT AGENCY, Toronto, Ontario | 01/2017-09/2017 |
| Cashier SOBEYS, Toronto, Ontario | 09/2014-01/2017 |
| Seasonal Customer Experience Representative INDIGO BOOKS AND MUSIC, Toronto, Ontario | 11/2015-01/2016 |
| Seasonal Sales Associate THE BODY SHOP, Toronto, Ontario | 11/2013-12/2013 |

VOLUNTEER HISTORY

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| Office Volunteer/Volunteer Coordinator NO STRINGS THEATRE, Toronto, Ontario | 08/2015-present |
| Christmas Kettle Worker THE SALVATION ARMY, Toronto, Ontario | 11/2016-12/2018 |
| Out of the Cold Program Volunteer SAINT BASIL'S CATHOLIC CHURCH, Toronto, Ontario | 06/2015-10/2016 |
| Seniors Circle Program Volunteer THE LEARNING DISABILITIES ASSOCIATION OF TORONTO DISTRICT, Toronto, Ontario | 05/2014-08/2014 |
| Job Search Support Volunteer PROJECT WORK, Toronto, Ontario | 06/2013-08/2014 |
| Administrative and Job Search Support Volunteer JOBSTART, Toronto, Ontario | 03/2013-11/2013 |
| Fall Practicum Student JVS TORONTO (Project GOLD Program), Toronto, Ontario | 10/2012-12/2012 |
| Summer Practicum Student PROJECT WORK, Toronto, Ontario | 06/2012-08/2012 |