

# Mike Kujawski

*Managing Partner & Senior Consultant*  
**CEPSM.ca**



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## SUMMARY

Mike Kujawski is one of the Managing Partners of CEPSM.ca, where he currently works as a senior consultant, trainer and professional speaker for major government, non-profit, and association clients in Canada and around the globe. Mike's specialty areas include strategic marketing and communication, digital/social media engagement, brand strategy development, marketing research, social network analysis and social behaviour change marketing. His specific niche revolves around helping organizations excel in the modern digital landscape by using an evidence-based, data driven approach, combined with a strong human element, to guide their marketing and communications efforts.

Mike's consulting work stretches across 4 continents and has involved a variety of industries ranging from health and justice, to engineering and law. The scope of his work often includes strategic planning, organizational re-structuring, governance, risk management, as well as staffing and policy recommendations. Some of Mike's consulting clients include Elections Canada, the Office of the Auditor General, CRTC, Public Safety Canada, Department of National Defence, Region of Peel, Thunder Bay District Health Unit and the Government of Tanzania.

Mike is also often asked to provide strategic advice to central government agencies in Canada such as the Treasury Board Secretariat and the Privy Council Office. Mike is a co-Director of the Professional Certificate in Public Sector Marketing Program at Carleton University and recently co-created Brandon University's Social Media Engagement Certificate geared specifically at the public and non-profit sectors. He holds a Bachelor of Commerce (B. Com) degree with a double major (Marketing and International Business).

## SPECIFIC SKILLS PROFILE

Strategic Marketing; Digital Marketing; Social Media Engagement; Social Network Analysis; Strategic Communications; Social Media Marketing; Brand Strategy; Marketing Research; Social Marketing; Behaviour Change Communications; Web Presence Augmentation; Personal Branding; Reputation Management; Strategic Planning; Digital Governance

## ADDITIONAL ASSETS

- Valid Personal and Organizational Government Security Clearance
- Trilingual (English, Polish, working-level French)
- Dual Citizenship & Passports (Canadian and Polish/E.U)
- Listed on Multiple Government Procurement Vehicles

## CURRENT ROLE

### Managing Partner & Senior Consultant

2005-Present

Centre of Excellence for Public Sector Marketing - Ottawa, Ontario

- Co-owner/shareholder of CEPSPM
- Provides consulting services to major government, non-profit and association clients
- Conducts public and private (in-house) training workshops across Canada and internationally
- Speaks at various conferences, panels and events around the globe
- Manages daily CEPSPM business operations and budget
- Manages the activities of CEPSPM staff, senior consultants & associates
- Devises strategies to continually build the digital footprint of CEPSPM and its staff/consultants
- Generates new business opportunities for CEPSPM
- Creates new CEPSPM product/service offerings to ensure year over year revenue growth
- Builds partnerships/relationships with other organizations that are aligned with the CEPSPM mission

*\*Prior to becoming a Managing Partner at CEPSPM, Mike held various positions at CEPSPM including Project Manager, Marketing & Social Media Strategist, VP of Strategic Marketing & Digital Engagement, and Partner & Senior Consultant.*

### Consulting Clients

Agriculture & Agri-Food Canada Baycrest Canada Health Infoway Canada Mortgage and Housing Corporation Canada Radio-telecommunications Commission Canada Revenue Agency Canadian Air Transport Security Authority Canadian Association of Research Libraries Canadian Centre for Substance Abuse Canadian Heritage Canadian International Development Agency Canadian Public Service Agency Canadian Society for Exercise Physiology Centre for Research and Innovation Citizenship and Immigration Canada City of Burlington City of Hamilton Commissioner of Canada Elections Community of Federal Regulators Competition Bureau Department of Fisheries and Oceans Department of Foreign Affairs and International Trade Department of Justice Canada Department of National Defence Elections Canada Government of Tanzania	Health Canada Human Resources and Skills Development Canada Infrastructure Ontario Institute of Public Administration of Canada Lakehead District School Board Manitoba Government Museum of Nature National Gallery of Canada Northern Institute for Organizational Capacity Office of the Auditor General Ontario 211 Public Health Agency of Canada Public Safety Canada Public Service Commission Public Service Human Resources Management Agency of Canada Public Works & Government Services Canada Region of Peel Saint Elizabeth Healthcare Saint Paul University Service Canada Social Sciences & Humanities Research Council Standards Council of Canada Thunder Bay District Health Unit Transport Canada Treasury Board Secretariat
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## Professional Speaking & Public Training Clients

*\*The following list does not include private coaching, nor does it include any speaking/training that was part of a consulting contract.*

- NAFR – “Harnessing the Power of the Modern Digital Landscape” (Ottawa)
- CEPSM - “Strategic Social Media Engagement for Governments” 2-day workshop (Ottawa)
- IBEW – “Segmentation & Targeting Basics” presentation (Ottawa)
- Conference Board of Canada – “Government at the Speed of Social” presentation (Ottawa)
- CEC/CEPSM - “Social Media Monitoring for Governments” 1-day workshop (Ottawa)
- DFO Joint Staff Meeting – “Harnessing the Power of the Digital Landscape” – presentation (Ottawa)
- Canada GiveBack 2017 – “Understanding Your Digital Footprint” -Board Presentation (Toronto)
- Joint Economic Development Initiative – “Strategic Digital Engagement” 2-Day Workshop (Fredericton)
- Marcom 2015 Conference – “Practical Applications in Social Network Analysis” presentation (Ottawa)
- Marcom 2015 Conference – “Strategic Digital Engagement” 1-day workshop (Ottawa)
- Department of Justice – “Social Media Monitoring and Network Analysis” 1-day workshop (Ottawa)
- Department of Fisheries and Oceans – “Social Media Monitoring and Network Analysis” 1-day workshop (Ottawa)
- CEC/CEPSM - “Social Media Monitoring for Governments” 1-day workshop (Ottawa)
- Carleton University – “Social media marketing” 1-day module – (Ottawa)
- Commissioner of Canada Elections – “Social Media Monitoring & Analysis” half-day workshop (Ottawa)
- Department of Justice – “Strategic Social Media Engagement in the GoC” 1-day workshop (Ottawa)
- CEPSM - “Strategic Social Media Engagement for Governments” 2-day workshop (Ottawa)
- Baseball Canada – “Leveraging the World of Social Media” presentation (Charlottetown)
- Canadian Centre for Substance Abuse – “Social Media Monitoring” 1-day workshop (Ottawa)
- CSM City Club Summit “Harnessing the Power of Social Media” presentation (Chicago)
- Canadian Centre for Substance Abuse – “Strategic Social Media Engagement” 1-day workshop (Ottawa)
- Marcom 2014 Conference – “Governance and HR in Social Media” presentation (Ottawa)
- Marcom 2014 Conference – “Strategic Digital Engagement” 1-day workshop (Ottawa)
- Consulting Engineers of Ontario – “Social Media & Personal Branding” presentation (Toronto)
- Information Commissioner of Canada – “Harnessing the Power of Social Media in the Goc” presentation (Ottawa)
- Canadian Memorial Chiropractic College – “Social Media Marketing Strategy” 1-day workshop (Toronto)
- Brandon University – “Social Media Engagement Certificate” module 1 & 2 delivery (Brandon)
- Ottawa-Carleton District School Board – “Strategic Social Social Media Engagement” 2-Day Workshop (Ottawa)
- Conference Board of Canada – “Ensuring Your Public Sector Social Media Strategy is Still Relevant” (Webinar)
- CEC/CEPSM - “Public sector social media strategies” 2-day workshop (Ottawa)
- Library and Archives Canada – “Strategic Social Media Engagement” 2-Day Workshop (Ottawa)
- Carleton University – “Social media marketing” 1 day module – (Ottawa)
- CEC/CEPSM - “Social Media Monitoring for Governments” 1-day workshop (Ottawa)
- Brandon University – “Risk Management in Social Media” certificate module 4 delivery (Ottawa)
- AANDC – “Social Media Monitoring” half-day workshop (Ottawa)
- AANDC – “Integrating Social Media into Strategic Communications” half-day workshop (Ottawa)
- World Spine Care – “Strategic Social Media Engagement” 2-day workshop (Chelsea)
- Brandon University – “Social Media Governance & HR” certificate module 3 delivery (Ottawa)
- CEC/CEPSM - “Public sector social media strategies” 2-day workshop (Ottawa)
- CSAE Annual Conference – “Managing your Organizations Digital Footprint” presentation (Winnipeg)
- CEC/CEPSM - “Social Media Monitoring for Governments” 1-day workshop (Ottawa)
- TBDHU – All staff meeting– “Harnessing the Power of the Digital Landscape” presentation (Thunder Bay)
- TBDHU – SMC meeting - “Strategic Social Media Engagement” – executive presentation (Thunder Bay)

- Brandon University – “Social Media Engagement Certificate” module 1 & 2 delivery (Brandon)
- CEC/CEPSM - “Strategic Social Media Engagement for Government and NFP Sectors” 1-day workshop (Regina)
- Chief Information Officer Branch – Annual CIO Meeting – “Government & Social Media” presentation (Ottawa)
- Marcom 2013 Conference – “Gamification: Trend or Fad?” presentation (Ottawa)
- Marcom 2013 Conference – “Strategic Digital Engagement” 1-day workshop (Ottawa)
- CEC/CEPSM - “Strategic Social Media Engagement” 1-day workshop (Halifax)
- Federal Community of Regulators – “Social Media Monitoring Training” 1-day workshop (Ottawa)
- World Social Marketing Conference – “Tying in Social Marketing with Social Media” presentation (Toronto)
- Standards Council of Canada - Town Hall – “Harnessing the Power of Social Media” presentation (Ottawa)
- City of Fredericton – Educational Breakfast – “Harnessing the Power of Social Media” seminar (Ottawa)
- CSAE – Luncheon - “Harnessing the Power of the Modern Digital Landscape” keynote (Ottawa)
- CSAE – “Managing Your Association’s Organizational Footprint” seminar (Ottawa)
- CEC/CEPSM - “Public sector social media strategies” 2-day workshop (Ottawa)
- Immigration & Refugee Board of Canada – “Strategic Social Media Engagement” – 1-day workshop (Ottawa)
- NWT Director’s Retreat – “Harnessing the Global Power of the Modern Digital Landscape” (Yellowknife via web)
- Health Canada – “Strategic Social Media Engagement for Governments” 1-day workshop (Ottawa)
- CSCM – Food & Beverage Conference “Managing Your Organizational Digital Footprint” presentation (Ottawa)
- CEC/CEPSM - “Social Media Monitoring for Governments” 1-day workshop (Ottawa)
- University of Manitoba – “Social Media & Civic Engagement” – seminar (Winnipeg)
- Government of Manitoba – “Social Media & Public Service Delivery” – executive presentation (Winnipeg)
- CEC/CEPSM - “Public sector social media strategies” 2-day workshop (Ottawa)
- PS Engage 2012 – “How I do things differently” – presentation (Ottawa)
- CEC/CEPSM - “Strategic Social Media Engagement for Government and NFP Sectors” 1-day workshop (Regina)
- CEC/CEPSM - “Social Media Monitoring for Governments” 1-day workshop (Ottawa)
- Delora Media– “Strategic Social Media Engagement for Public and NFP Sectors” 1-day workshop (Fredericton)
- Delora Media– “Harnessing the Power of the Modern Digital Landscape” seminar (Fredericton)
- Farm Credit Canada – “Harnessing the Power of the Modern Digital Landscape” presentation (Regina)
- CDA – Oral Health Conference – “Managing Your Organizational Digital Footprint” presentation (Saskatoon)
- FIDIC – Annual Conference – “Harnessing the power of the global digital landscape” presentation (Seoul)
- CEC/CEPSM - “Public sector social media strategies” 2-day workshop (Ottawa)
- Marcom 2012 Conference – “Managing Your Personal Digital Footprint” presentation (Ottawa)
- Marcom 2012 Conference – “Strategic Digital Engagement” workshop (Ottawa)
- Conference Board of Canada – “Current State of Social Media in the Public Sector” webinar (Canada)
- Immaculata High School – “Harnessing the Power of the Modern Internet” presentation (Ottawa)
- Carleton University – “Social Media marketing” 2 day module (Ottawa)
- Canadian Golf Coaches Summit “Leveraging Social Media as a Golf Coach” keynote (Niagara on the Lake)
- Public Health Agency of Canada “Social Media and the HIV Discussion” presentation (Ottawa)
- NSERC – “Harnessing the Global Power of the Modern Digital Landscape” presentation (Ottawa)
- CEC/CEPSM - “Public sector social media strategies” 2-day workshop (Ottawa)
- Halifax Regional Municipality – “Strategic Social Media Engagement” 1-day workshop (Halifax)
- CEC/CEPSM - “Strategic Social Media Engagement” 1-day workshop (Halifax)
- Brandon University – “Combining Social Media Marketing and Social Marketing” (Webinar)
- CEC/CEPSM - “Public sector social media strategies” 2-day workshop (Ottawa)
- CMHC – “Leveraging the social media space” CEO and VP presentation (Ottawa)
- ACOA – “Strategic Public Sector Social Media Engagement” workshop (Halifax)
- DFAIT – “Strategic Government Social Media Engagement” workshop (Ottawa)
- Brown Communications JOLT Conference – “Tips, Tools , Tactics” presentation (Regina)



- Peterborough Economic Development Forum – “Let’s Get Connected” panel (Peterborough)
- CEPSM - “Public sector social media strategies” 1-day workshop (Vancouver)
- Canada Mortgage & Housing Corp – “Strategic Digital Engagement” presentation (Ottawa)
- Reed Construction CanaData Conference – “Strategic Digital Engagement” Plenary (Toronto)
- CEC/CEPSM - “Public sector social media strategies” 2-day workshop (Ottawa)
- Association of Consulting Engineering Companies Conference – Keynote “Digital Engagement” (Montebello)
- CEC/CEPSM - “Public sector social media strategies” 2-day workshop (Regina)
- Collaborative Management Day – “Global Trends in Social Media” presentation (Ottawa)
- GovCamp Canada – “Government 2.0 Trends” – presentation (Toronto)
- Marcom 2011 Conference – “Top 5 Marketing Trends” panel moderator (Ottawa)
- Marcom 2011 Conference – “Strategic Digital Engagement” workshop (Ottawa)
- Calgary Association of Professional Coaches Conference – Keynote – “Harnessing the social web” (Banff)
- Carleton University – “Social media marketing” 2 day module – (Ottawa)
- CEPSM - “Public sector social media strategies” 2-day workshop (Toronto)
- Service Canada - “Strategic Social Media Engagement” -1 day Presentation (Ottawa)
- CEC/CEPSM - “Public sector social media strategies” 2-day workshop (Ottawa)
- Public Works and Government Services Canada – “Government 2.0 in Canada”- Presentation (Ottawa)
- Government of Tanzania – “Strategic Social Media Engagement in the Public Sector” (Dar Es Salaam)
- CEC/CEPSM - “Public sector social media strategies” 2-day workshop (Halifax)
- Association of Professional Engineers & Geoscientists – “Social Media Engagement” Workshop (Vancouver)
- MyGov2.0- “Strategic Social Media Engagement” 2-Day Workshop (Singapore)
- Ontario Ministry of Revenue - “Strategic Social Media Engagement” -1 day presentation (Toronto)
- Sports Leadership Conference – “The Power of Digital Engagement” – Keynote presentation (Ottawa)
- Ottawa University – “A social media wake-up call for students” – 4th year B.Com lecture (Ottawa)
- CEC/CEPSM - “Public sector social media strategies” 2-day workshop (Ottawa)
- Government of Manitoba – “Strategic Social Media Engagement” 1-day Workshop (Winnipeg)
- CEC/CEPSM - “Public sector social media strategies” 1-day workshop (Edmonton)
- Tobacco Health Symposium – “The Power of Digital Engagement” – Presentation (Saskatoon)
- Canada Health Infoway- “Strategic Social Media Engagement” -1/2 day Presentation (Montreal)
- Ontario Ministry of Natural Resources– “Harnessing the global community” – Presentation (Peterborough)
- Treasury Board Secretariat- “Social Media Marketing 101” – 1-day workshop (Toronto)
- City of Hamilton – “Social Media Marketing” – 1-day workshop (Hamilton)
- Institute of Public Administration of Canada – Innovation in the workplace – Panel (Ottawa)
- Northern Communicators Forum – “Embracing the Future” - Panel (Yellowknife)
- Northern Communicators Forum – “Marketing Web 2.0” - Session (Yellowknife)
- Marcom 2010 - “Social Media Strategy, Tools and Tactics” – Session (Ottawa)
- Marcom 2010 – “Social Media Marketing 101” – Workshop (Ottawa)
- Canadian Animal Health Institute - “Social Media Marketing” – Presentation (Niagara on the Lake)
- Canadian International Development Agency – “Re-inventing Canadian Media” – Presentation (Ottawa)
- Citizenship & Immigration Canada – “Social Media Marketing 101” Full day workshop (Ottawa)
- Health Canada – “Using social media tools” – Hands on workshop for program staff (Ottawa)
- Polish Embassy Quo Vadis Conference – “The new media landscape” – Presentation (Windsor)
- Conference Board of Canada – Social Media Performance Measurement – Presentation (Ottawa)
- Carleton University – “Introduction to social media marketing” presentation – (Ottawa)
- Delora Media – “Social Media Marketing” – 1-day workshop (Moncton)
- Ontario 211 – “The new world of digital engagement” – Board presentation (Ottawa)
- CEC/CEPSM “Public sector social media strategies” 2-day workshop (Ottawa)

- Festivals and Events Ontario Annual Conference – “Social Media 101” - 1-day workshop (Ottawa)
- CEC/CEPSM “Public sector social media strategies” 2-day workshop (Ottawa)
- Health Canada – “Developing a social media strategy” – Presentation for program staff (Ottawa)
- Health Canada – “Developing a social media strategy – Presentation for comms staff (Ottawa)
- Health Canada – “Why engage in social media?” – Departmental presentation (Ottawa)
- Acuity Forums – “Social Media Strategy before Tactics” - Conference presentation (Toronto)
- Canada e-connect Tourism Conference 2010 – “Social Media & Tourism” – panel (Montreal)
- CEC/CEPSM “Public sector social media strategies” 2-day workshop (Ottawa)
- Industry Canada/Competition Bureau – “Social Media Engagement 101” (Ottawa)
- 2- Day Public Sector Social Media Engagement Workshop (Singapore)
- 3- Day Public Sector Social Media Engagement Workshop (Kuala Lumpur)
- CEC/CEPSM “Public sector social media strategies” 2-day workshop (Ottawa)
- Saint Elizabeth Healthcare “2-days social media engagement training” (Markham)
- Canadian Institute “Public Sector Strategic Social Media Planning” (Toronto)
- Infonex Conference – “Social Media Performance Measurement” (Ottawa)
- International Development & Research Council -“Social Media Marketing 101” Full day workshop (Ottawa)
- Citizenship & Immigration Canada – “Social Media Marketing 101” Full day workshop (Ottawa)
- Ottawa University – “A social media wake-up call for students” – 4th year B.Com lecture (Ottawa)
- Acuity Forums – “Social Media Strategy before Tactics” - Conference presentation (Ottawa)
- PCH – “The Digital Revolution” – Presentation to all senior communications executives (Ottawa)
- Florida Dairy Farmers – “Social Media Marketing” – 2-day workshop (Orlando)
- Elections Canada – “Social Media Monitoring 101” – lunch n’ learn presentation (Ottawa)
- Ottawa University – “A social media wake-up call for students” – 2nd year B.Com lecture (Ottawa)
- Ottawa Tourism – “Social media marketing” full-day workshop (Ottawa)
- Marcom 2009 Conference – “Modern marketing research techniques” presentation (Toronto)
- Marcom 2009 Conference – “Social media marketing” full-day workshop (Toronto)
- InterComm Network – “Leveraging social media for internal comms within a gov environment” - (Ottawa)
- Department of Fisheries and Oceans – “Social media engagement 101” presentation – (Toronto)
- ALI Social Media for Government Conference – “Strategy before tactics” presentation – (Ottawa)
- United Way Canada – “Harnessing global intelligence” closing keynote presentation – (Ottawa)
- PWGSC – “Social media marketing” full-day workshop for the translation bureau – (Ottawa)
- Saint Elizabeth Health Care – “Social media marketing” full-day workshop (Toronto)
- Senate of Canada – “Social media engagement 101” presentation – (Ottawa)
- CIDA – “Social media engagement in the NFP sector” presentation (Ottawa)
- National Gallery of Canada – “Social media monitoring” training and presentation (Ottawa)
- Service Canada – “Social media monitoring” full-day workshop (Ottawa)
- Carleton University – “Introduction to social media marketing” presentation – (Ottawa)
- CSPS - Panel speaker on “mass collaboration, government & the Internet” (Ottawa)
- HRSDC - “Social media engagement 101” presentation (Vancouver)
- HRSDC - Knowledge talk on “IT/IM and Corporate Culture” (Ottawa)
- Treasury Board of Canada - “Social media engagement” half-day workshop (St John’s)
- PodCamp Toronto – Speech on “government 2.0 in Canada” (Toronto)
- Canadian School of Public Service - Government Blogging –National armchair discussion (Ottawa)
- Canadian Marketing Association - “Social Media Monitoring –Top 10 Tools” presentation (Ottawa)
- Statistics Canada – “Social Media 101” – Presentation for Comms & Client Relations staff (Ottawa)
- Canada Cadets - “Social Media Marketing” - 1-day workshop (St-Jean Richelieu)
- Canadian School of Public Service - “Social Media Monitoring” National armchair discussion (Ottawa)

- Canadian Public Relations Society “Social media & Canadian politics” - Panel (Ottawa)
- Canadian International Development Agency Conference – “Web 2.0 & Development” – Panel (Ottawa)
- Public Safety Canada - “Social Media Marketing 101” – 1-day workshop (Ottawa)
- Canadian School of Public Service - “Social Media Engagement” – National armchair discussion (Ottawa)
- Canada Student Loans Program - “Social Media Marketing” – 1-day workshop (Victoria)
- Canadian Air Transport Security Authority - “Social Media Marketing” -1-day workshop (Ottawa)
- Ottawa Association of Exposition Managers - “Intro to social media” - Presentation (Ottawa)
- Canadian School of Public Service - “Government & Social Media” National Armchair Presentation (Ottawa)
- Carleton University – “Introduction to social media marketing” presentation – (Ottawa)
- CEPSPM Workshop Series – “Social Media Marketing” -1-day workshop (Ottawa, Vancouver, Edmonton, Toronto)
- PodCamp Montreal – “Current use of Social Media in Government” - Presentation (Montreal)
- Marcom 2008 Conference – “Social Media Marketing 101” – Workshop (Ottawa)

### Select Podcast Interviews

- IABC The Voice –MARCOM Insights ([podcast](#)) – Tina Barton
- Gov2TV - Government 2.0 ([podcast](#)) – Walter Schwabe
- Blog Talk Radio – Government 2.0 & Public Sector Marketing ([podcast](#)) – Adriel Hampton
- Burn after Blogging: Experiences with PR, Social Media and Technology ([podcast](#)) – Sean Bailey
- Being Buff: Marketing the Social Economy ([episode #8](#)) – Robin Browne
- Six Pixels of Separation ([episode #124](#)) – Mitch Joel

### Select Print Publications

- Club Manager Quarterly - Using Social Media to Gather Better Business Intelligence for Your Club (sole author)
- CEPSPM Workbook - Strategic Social Media Engagement in the Public Sector (sole author)
- IPAC Journal - Using Social Marketing to Promote Ethics in Tanzania’s Public Service (multiple authors)
- The Customer Collective - [Selling through a slump](#) (multiple authors)

## EMPLOYMENT HISTORY

### Part-time Business Professor Heritage College - Chelsea, Quebec

2005-2006

- Taught numerous courses in the Small Business Development Program (Distance Education) - created for Aboriginal entrepreneurs looking to start a small business. Courses taught included: Starting a Small Business, The Business Plan, MS Office Suite, Introduction to Marketing, Financial Planning & Performance Measurement, Website Design Basics

### Consumer Marketing Officer Canada Post Corporation - Ottawa, Ontario

2004-2005

- Implemented and monitored national consumer marketing campaigns with over \$1M promotional budget
- Launched regional area marketing program to support local retail sales managers
- Managed consumer marketing group communications vehicles (web, learning seminar, newsletter)
- Coordinated special projects requiring expertise with cross-functional stakeholders (product, web, retail, merchandising, marketing communications, marketing research)

## EDUCATION

### **Bachelor of Commerce (B.Com) Honours Degree**

2001-2006

Carleton University - Ottawa, Ontario

- Double Major/Concentration: (1) International Business and (2) Marketing
- Teaching Assistant for Non-Profit Marketing, IMC, Marketing Mgmt. and Industrial Relations courses

### **Web Designer Certificate**

2007

Algonquin College of Applied Arts & Technology - Ottawa, Ontario\

- Comprehensive program covering various elements of website design, usability and accessibility