

Ceilidh Ashcroft

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A highly motivated team-player with years of administrative experience. I believe in human-focused management strategies and creating a compassionate work environment.

As a current computer systems student, I am fascinated by all things tech, with a particular interest website and game development.

Work Experience

Instructor

Code Ninjas - North Vancouver, BC

February 2022 to Present

- Support/teach children (aged 5-13) in basics of JavaScript, C#, Lua
- Troubleshoot and lint code in company's proprietary Game Development Platform
- Troubleshoot game builds in Roblox Studio & Unity
- Coordinate with teammates to manage classes of 15 students
- Build & pitch demo games for new students

Office Administrator

IDP EDUCATION CANADA - Vancouver, BC

December 2020 to Present

- Responsible for day-to-day office administration tasks in a fast-paced, secure testing environment
- In charge of computer/network troubleshooting
- Managed/scheduled/hired for a team of 15-20 people
- Handled client bookings and back-end web administration
- Co-ordinated with contract employees regarding work hours and compensation
- Familiar with payroll/accounting submission software
- Liaised with clients regarding complaints and booking alterations

ESL Tutor - Remote

Nevy's Language

February 2020 to March 2021

- Provide one-on-one English Language tutoring to clients on a weekly basis
- Review learning materials and create lesson plans based on client interests
- Prepare clients for citizenship exams
- Enhance conversational English skills

Customer Service Officer

IDP Education Canada - Burnaby, BC

December 2020 to January 2021

- Familiar with IELTS exam administration
- Provide administrative support (e.g. phone calls, reception protocols, exam bookings and verification)

- In charge of daily office duties
- Provide point-of-contact customer service both online and in person

Server/Bartender

Green Leaf Brewing Company - North Vancouver, BC
January 2019 to February 2020

- Customer service and front-end interactions
- Provide high-quality, friendly service to hundreds of customers each day

Acting Office Manager

St. David's United Church - West Vancouver, BC
2017 to 2018

- Schedule and confirm appointments for clients, customers, or supervisors.
- Operate office equipment such as fax machines, copiers, and phone systems, and use computers for spreadsheet, word processing, database management, and other applications.
- Answer telephones and give information to callers, take messages, or transfer calls to appropriate individuals.
- Greet visitors or callers and handle their inquiries or direct them to the appropriate persons according to their needs.
- Prepared worship materials on a weekly basis
- Organized church events (weddings, funerals, community dinners)
- Wrote web-content for newsletter and church WordPress
- Performed routine building maintenance
- Co-ordinated clergy duties week-to-week

Cashier/Customer Service

RONA - North Vancouver, BC
2017 to 2018

- Engaged in active problem solving on a daily basis
- Respectful and professional customer service interactions

Office Assistant

Zainab Shariff - Notary Public - North Vancouver, BC
2016 to 2016

- Perform administrative support tasks, such as proofreading, transcribing handwritten information, or operating calculators or computers to work with pay records, invoices, balance sheets, or other documents.
- Schedule appointments and maintain and update appointment calendars.
- Collect, sort, distribute, or prepare mail, messages, or courier deliveries.
- File and maintain records.

Cashier/Bakery Clerk

Safeway - North Vancouver, BC
2013 to 2016

- Order or receive supplies or equipment.
- Prepare or maintain inventory or production records.

Education

AEC / DEP or Skilled Trade Certificate in Software Systems Development

BCIT - Burnaby, BC

Present

AEC / DEP or Skilled Trade Certificate in Computer Systems Technology

VCC - Vancouver, BC

August 2021 to April 2022

BA in Psychology

Simon Fraser University - Burnaby, BC

2016 to 2020

Secondary School

Argyle Secondary School - North Vancouver, BC

September 2010 to June 2015

Skills

- Administrative Experience
- Office Management
- CSS (3 years)
- HTML5 (3 years)
- Python (1 year)
- JavaScript
- C/C++
- Git
- Linux
- C#
- MySQL
- REST
- APIs
- AWS
- Agile
- Microsoft SQL Server
- React

Languages

- English - Fluent

Links

<https://www.linkedin.com/in/ceilidh-ashcroft/>

Awards

Twine 10 Year Anniversary Jam

December 2020

Game: Of Swords

Category Winner - Best Characters

Category Winner - Most Emotionally Impactful

Twine is a game engine for creating interactive fiction and other hypertext works.

Certifications and Licenses

TEFL

January 2020 to Present

TEFL Certificate - 120 hours through LetsTEFL.org

Naloxone/Overdose Training

February 2022 to Present

Through St. Paul's Foundation

LivingWorks Start

February 2022 to Present

Suicide Prevention/Crisis Intervention Training

Publications

Middleground Magazine

<https://www.middlegroundmagazine.co.uk/>

December 2020

Poem: my mother's white daughter

Middleground Magazine is an online zine showcasing work from those of mixed-race backgrounds.

Additional Information

- Fluent in HTML and CSS
- Working knowledge of JavaScript, Python, Ruby, C++
- Years of customer facing experience, both in formal customer service positions and sales-based roles.