

Catherine Delaney

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Personal Summary

Highly organized and detail-oriented individual with a strong background in administrative support, customer service, and accounting. Proven ability to manage executive schedules, handle correspondence, and maintain databases to enhance and improve productivity. Proficient in various office software and virtual collaboration tools.

Skills

- Excellent written and verbal communication.
- Outstanding organizational and time-management skills.
- Proficient in Microsoft Office, Google Suite, Zoom, Slack, and other virtual collaboration tools.
- Experience managing full-cycle accounting and financial management.
- Adept at executive email and calendar management.
- Superior customer service and relationship management.

Experience

VP OPERATIONS

Tixora | Remote | March 2020 – Present

- Assistant to the CEO, overseeing inbox and correspondence, managing calendar appointments, and important tasks.
- Responsible for full cycle accounting including payroll, tax remittance, and year-end tax preparation.
- Head of customer success, ensuring client satisfaction and retention.

RECEPTIONIST/JUNIOR ACCOUNTANT

Ron MacGillivray Chev Buick GMC | Antigonish, NS | December 2016 – February 2020

- Head of sales and customer relationships, handling email and phone correspondence, and addressing customer inquiries and issues.
- Organized safety team meetings with department heads, distributed and collected relevant documents and recording meeting minutes.
- Maintained company databases and managed full cycle accounting for 3 subsidiary companies.

CAMPAIGN AND EVENTS ASSISTANT

St. Martha's Regional Hospital Foundation | Antigonish, NS | Sept 2016 – Dec 2016

- Prepared reports and managed day-to-day communications for campaign executives.
- Composed outgoing communications and promotions, including letters, emails, social media posts and information booklets.
- Managed incoming communications from donors and executives.
- Assisted in planning and coordinating events.
- Responsible for executive board meeting setup and minute recording.

ADMINISTRATIVE ASSISTANT

Truro Periodontics, May 2011-Aug 2012 (Summer), May 2013 – Aug 2014 (Full Time)

- Worked closely with doctors and patients, managing communication and correspondence.
- Analyzed employee performance.
- Organized and updated patient files, and monitored patient information required to follow up.

CO-FOUNDER, PRESIDENT AND COACH

StFX Women's Lacrosse Team, September 2015 – April 2020

- Led team meetings, organized field times.
- Managed team finances, planned and executed budgets.
- Hired referees and processed clothing orders.

LACROSSE COACH

Lacrosse NS & Truro Bearcats Lacrosse Association, April 2011 – September 2019

- Created practice plans and managed scheduling.
- Communicated with league officials and parents.

Education

BACHELOR OF BUSINESS ADMINISTRATION, MAJOR IN ACCOUNTING

Gerald Schwartz School of Business, St. Francis Xavier University, Antigonish, NS, Canada
University of Newcastle, Callaghan, NSW, Australia (February-June 2016)

References

Available upon request