

Emily Dunn (She/her)

Halifax, Nova Scotia

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Education

IT Web Programming Diploma, Nova Scotia Community College, Halifax, NS Sept. 2023 – May 2025

- First year courses: Data Fundamentals (Database Fundamentals), Introduction to Windows 10 Administration, Introduction to Networking & Security, Logic and Programming, and Website Development.
- Semester 1 average of

Bachelor of Arts, Dalhousie University, Halifax, NS Sept. 2015 – May 2021

- Completed 90 credits towards a Bachelor of Arts, Major in Political Science and Minor in International Development Studies

Technical Skills

Languages

- JavaScript, HTML, CSS, SQL

Work Experience

Aquatic Programs Supervisor, Canada Games Centre, Halifax, NS Sept. 2021 – August 2023

- Oversee all aquatic programming at the Canada Games Centre; averaging 1200 participants each quarter
- Manage the Aquatics office – perform administrative duties, schedule and manage 50 part-time staff, develop procedural documents and training materials; and maintain human resources documentation
- Evaluate the attendance and trends of each quarter to effectively plan future program offerings
- Write and develop the seasonal Program Guides which outline program descriptions, policies, and schedules
- Manage and purchase all program equipment to budget
- Develop aquatic programming based on community needs
- Supervise and train instructional staff and part-time deck supervisors

Aquatic Coordinator & Seasonal Office Manager, Halifax Aquatics, Halifax, NS June – Sept. 2017 - 2021

- Administrative duties such as coordinated payroll for over 75 part-time staff, handled high customer service call volumes, managed daily paperwork for 20 beaches, daily data-entry with filing and maintaining an organized office
- Wrote summer student funding grants
- Coordinated and successfully organized seasonal 3-day training camps while adhering to budget – including meals, additional staff, equipment, and exams
- Under supervision, managed 75 staff at 20 beaches throughout Halifax
- Supervised and managed logistics of beach sites, including organizing in-service training, purchasing and delivering necessary equipment
- Managed conflict between staff, and conducted critical incident stress management and debriefs
- Worked with community members to understand the varied needs of visitors at each site

Part-Time Coordinator, Supervisor, & Advanced Leadership Instructor, Halifax Aquatics, Halifax, NS Sept. 2012 – Sept. 2021

- Performed administrative office duties such as answering telephones, scheduling 20 part-time staff and maintaining human resources documentation
- Provided a positive client experience to all patrons
- Supervised instructional and lifeguard staff, ensured all protocols were followed to the highest standard
- Conducted injury and hazard prevention, led first-aid and emergency responses

Client Experience Representative, Dalplex, Halifax, NS

Dec. 2017 – Aug. 2018

- Welcomed members and guests and ensured excellence client experience from the front desk
- Maintained organization of all paperwork, facility scheduling, and inquiries
- Managed cash, credit, and debit transactions
- Problem-solved and exercised customer service in a fast-paced environment

Other Experience**Pronoun Competency Workshop Facilitator**, Dalhousie Student Union, Halifax, NS

January 2021

- Facilitated break-out sessions with Dalhousie University faculty and staff following a presentation on the correct use of pronouns

Campaign Manager, Isa Wright for Dalhousie Student Union Vice President (Finance & Operations), Halifax, NS March 2019

- Managed Isa Wright's successful campaign
- Contacted professors for class talks and organized Wright's schedule
- Updated the campaign website weekly and managed social media accounts across Facebook and Instagram
- Ensured all Dalhousie Student Union by-laws and policies were followed
- Accompanied Wright to networking events and educated voters

Certifications

- **Crisis Intervention Institute:** Non-Violent Crisis Intervention Training
- **Nova Scotia Lifesaving Society:** Standard First-Aid with CPR-HCP/AED Instructor, Airway Management/Oxygen Administration Instructor, & National Lifeguard Instructor – Pool and Waterfront Options
- **Red Cross:** Water Safety Instructor Trainer
- **Other:** High-Five, Customer Service training, HRM Diversity & Inclusion Training, WHMIS

Skills & Interests

- Skilled in Microsoft Office, Zoom, Google Suite, Fusion, and Legend
- Word processing (80 WPM)
- Passionate about youth education, engagement, and social justice
- Intermediate French
- Confident and experienced in crisis management, conflict resolution, and emergency response
- Proficient in cash handling and Point of Sale

References available upon request