

Sally Ip

B. Sc. Kin.,

ipsallyst@gmail.com · (647) 988-1019

- **Project management** skills relating to process implementation, service deployment, and event staging; including budget, resource, and progress tracking
- **Results driven** keen focus on driving project to completion with high accuracy, experience working in fast-paced environments with tight deadlines and ever-changing priorities
- **Strategic communication** experience in process documentation, email automation, and product & service descriptions; skilled in expressing complex concepts to technical or non-technical clients

SOFTWARE Salesforce, RequestTracker, Redmine, JIRA MS Outlook, Excel, Word, PowerPoint
MS Great Plains, FreshBooks, Freeside jQuery, HTML, CSS, Perl, Yaml
SurveyMonkey, Typeform, Zapier, meya.ai

- EXPERIENCE**
- Implementation Specialist, Fibernetics Corporation** Oct 2017 – Present
- Strategized and implemented process development; documented changes and sent weekly updates regarding process changes, and new marketing campaigns
 - Responsible for scoping report metrics needed for transaction surveys via SurveyMonkey and Zapier, launched several new customer satisfaction surveys for services with no reporting history
 - Optimized workflow by eliminated error-prone areas of work by re-design or automation; customized ticketing system and other tools
- Project Coordinator, Fibernetics – NEWT Business Services** Feb 2017 – Oct 2017
- Directed resources to fulfill service requests from onboarding and existing clients; functions include ordering DSL, coordinating installation, and ordering hardware
 - Liaised with client, installer, and sales to ensure smooth integration of services
 - Audited client accounts for clean records to ensure effective support functions
- Office Administrator, Paramount Painting & Renovations Inc.** Oct 2016 – Jan 2017
- Managed project financial records, prepared estimates, contracts, and invoices
 - Monitored worker attendance, redirected calls, resolved client inquiries, and acted as general liaison for manager, vendors, and clients
 - Handled payment collection, bookkeeping, bank deposits, and reimbursements