

# Sally Ip

B. Sc. Kin.,

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- **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 customized ticketing system and other tools; eliminated error-prone area of work by re-design or automation

## **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