

# Sally Ip

B. Sc. Kin.,

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- **Project management** skills relating to process implementation, service deployment, and event planning; including scheduling, budgeting, and progress tracking
- **Strategic communication** experience in process documentation, academic writings, scientific reports, automatics emails templates and product & service descriptions
- **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

## SOFTWARE

Salesforce, RequestTracker, Redmine  
MS Great Plains, FreshBooks, Freeside  
SurveyMonkey, Zapier, Google forms

MS Outlook, Excel, Word, PowerPoint  
HTML, CSS, Perl, Q9 Chinese Input

## EXPERIENCES

### **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
- Customized ticketing system and other tools to maximize productivity, eliminate potential for human error with happy/sad/bad path test case scenarios

### **Project Coordinator**, *Fibernetics – NEWT Business Services* Feb 2017 – Oct 2017

- Directed resources to fulfill service requests from onboarding and existing clients; including 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