

James Foster

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EDUCATION

Graduate Certificate Technical Writer

Algonquin College, Ottawa, ON

2023 - 2024

MA Political Science (partially completed)

Carleton University, Ottawa, ON

2016 - 2019

BA Honours Political Science

Carleton University, Ottawa, ON

2011 - 2015

WORK EXPERIENCE

Technical Writer (Internship)

Aerobiology Research Laboratories, Remote (Ottawa)

2024

- Editing user manual for proprietary pollen and fungal spore collection device.
- Writing grant proposals.
- Updating two company websites using WordPress.

Customer Solution Specialist

Rogers, Remote (Ottawa)

2023

- Used database software to confirm, update, and finalize customer information
- Created tailored plans and packages in accordance with individual customer needs
- Followed company and industry procedures to ensure privacy and security of sensitive information
- Assisted with corporate Diversity, Equity, and Inclusion practices regarding appropriate language in training materials

Utility Locator, Private Division

Promark Telecon, Ottawa, ON

2022 - 2023

- Located and mapped public and private underground utilities
- Coordinated with contractors and damage prevention technicians
- Used proprietary software to determine applicable networks and infrastructure
- Upheld and maintained a strict level of confidentiality for crucial and high-risk projects

Barista/Barista Trainer

Starbucks, Ottawa, ON

2017 - 2021

- Customer service
- Led educational seminars
- Trained new employees
- Inventory
- Cash handling

Service Deli Assistant

Costco Wholesale, Ottawa, ON

2015

- Food preparation
- Food safety
- Inventory
- Customer service

SKILLS

<i>Languages</i>	French (fluent—bilingual), Mandarin Chinese (intermediate), Spanish (intermediate)
<i>Software</i>	FRA, GMobile, LAC Multiviewer, Locate Access, MS Office Suite, SPSS, SGI, V21, Maestro
<i>WHMIS</i>	Renewed yearly (starting 2015)

OTHER EXPERIENCE

Carleton University Institute of European, Russian, and Eurasian Studies *Mobility and Politics Conference* 2016
Presenter on the Organization for Security and Co-operation in Europe

Carleton University Department of Modern Languages *Chinese New Year celebrations* 2014-2015
Planning Committee Member and Master of Ceremonies

Oromocto SPCA 2010-2011
Volunteer