

Jenane Jeyaseelan

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HIGHLIGHTS

- Empathetic, results-oriented, and passionate about research, policy, administration, and working with non-profits
- 2+ years of experience organizing, facilitating and leading a dozen workshops for underrepresented communities
- 2+ years of experience managing social media outreach programs using Mailchimp, Agorapulse, and Canva
- 3+ years of experience in customer service answering thousands of inquiries by phone, email and in-person
- Extensive experience in qualitative and quantitative research in collaboration with several non-profit organizations

EDUCATION & CERTIFICATIONS

- **York University** | Bachelor of Science, Psychology **2021**
- **Lifesaving Society** | Standard First Aid **2020**

PROFESSIONAL EXPERIENCE

YWCA TORONTO

Research Assistant

- Onboard, trained and overseen over **100+** volunteers for YWCA Toronto's largest fundraiser
- Coordinated, received, and distributed over **10,000+** units of gift-in-kind donations to YWCA Toronto shelters, permanent housing and employment programs.
- Collaborated with shelter and permanent housing colleagues to host informative workshops for program clients

DIVERSITY INSTITUTE (TORONTO METROPOLITAN UNIVERSITY)

Research Assistant

March - September 2022

- Conducted **50+** literature reviews and environmental scans for various clients including EQAO and Starbucks
- Utilized strong **empathy** and **leadership** skills with a team of **10** to successfully lead the data collection process for a project with Civic Action to identify and improve diversity and representation in non-profits across Ontario
- Supported the analysis of documents using exceptional **attention to detail** and **critical thinking skills** and provided best practice recommendations to clients to improve DEI processes in their recruitment, management, and outreach

YOUTH CULTURE INC

Research Coordinator & Content Writer

November 2021 - March 2022

- Played an important role in the non-profit organization's awareness and marketing efforts by assisting with editing and updating the website and ensuring information is relevant and current using strong **attention to detail**
- Utilized strong **collaboration**, **leadership**, and **empathy** to host and facilitate **10** focus groups and skill development sessions for **50+** volunteer youth and newcomers to gain essential skills for the workforce

SCIENCE ENGAGEMENT PROGRAMS, YORK UNIVERSITY

Office Assistant

October 2019 - May 2020

- Successfully onboarded, trained, and supported **30+** volunteers using exceptional **empathy** and **collaboration skills**
- Managed important administrative tasks and maintained accurate records of **100+** volunteers using Excel
- Organized and conducted more than a dozen interviews to successfully recruit volunteers and inspire youth