

## Contact

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## Top Skills

Management

Training Documentation

Business-to-Business (B2B)

## Languages

English

# Katherine Bowie

Training Specialist at Icicle Technologies Inc.  
Hamilton

## Summary

An organized and detail-oriented manager, able to prioritize and delegate tasks effectively to ensure timely project completion within a team environment with high customer service satisfaction.

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## Experience

Icicle Technologies Inc.  
Training Specialist  
August 2021 - Present (3 months)

IMS Inc  
Manager  
August 2015 - Present (6 years 3 months)  
Toronto, Ontario, Canada

- \* Ability to foster, develop, and motivate high performing customer success teams in a rapidly changing/growing environment. Notably built a department from 1 employee to 30+ employees to meet client demands to support a client portfolio of 200+ businesses.

- \* High level presentation and writing skills.

- \* Pursued up selling opportunities with clients to assist sales department in introducing new features in a SaaS environment.

- \* Created training proposals, on boarded all new hires, and bringing all new senior-level executives up to speed on product and client knowledge.

- \* Collaborated with all internal departments regarding the management and success of a client's program to improve partnership and revenue.

- \* Gained extensive understanding of product and client solutions. Partnered with Sales team and senior-level executives to help achieve success.

- \* Proficiency in Microsoft Office suite; overall Tech Savvy.
- \* Strong analytical and problem-solving skills; ability to investigate complex issues, implement effective solutions, and assist with software testing.
- \* Trained high priority clients on products and services, taking a pro-active approach when dealing with client's needs and recognizing adverse client reactions.
- \* Developed company gospel documents; policies, procedures, and training manuals (staff and clients).

## Merton Park Film Studios

### Manager

July 2014 - August 2015 (1 year 2 months)

Toronto

-Affecting policy changes throughout the company while ensuring changes were properly implemented in each department.

-Consistently achieving top quarterly customer satisfaction scores.

-Restructured different departments for efficiency and staffed all vacant positions with qualified candidates.

-Managed teams of up to 25 people efficiently.

-Scheduled projects, determined workforce requirements, and allocated resources to maximize productivity.

-Ensured teams met daily, weekly, and monthly goals.

-Adapted to a fast-paced environment with constant policy updates and changes.

## Cosmetic Dentistry Grants Program

### Application Specialist Team Lead

June 2013 - July 2014 (1 year 2 months)

Toronto

-Held and coordinated regular meetings with recruiting teams for training and new hire orientations.

- Planned and supported promotions, demos, evaluations, and training sessions.
- Managed colleague's daily calendars and scheduled web applications appointments.
- Processed up to 100 applications per day, assisting with marketing acquisition for primary accounts.
- Reviewed, analyzed and validated clients monthly and quarterly reports for accuracy.
- Maintained knowledge of multiple clients' scheduling systems to assist with marketing acquisition.

Comcast Cable  
Sales Support  
May 2010 - August 2010 (4 months)  
Federal Way, WA

- Decreased the sales cycle by ensuring all needed information was included upfront for orders.
- Supervised colleagues when direct supervisor was away on travel.
- Provided communication to customers via email and phone.
- Trained sales representatives on changes to company rules and policies.
- Assisted sales team in ensuring orders were properly filled out in a timely manner.
- Established dialogue with clients for the exchange of information to improve specific company requirements for reports.

ACS, Inc  
CSR Team Lead  
June 2009 - February 2010 (9 months)  
Tumwater, WA

-Consistently volunteered to assume additional responsibilities, taking more challenging accounts, and supporting new managers in developing insight into department operations.

-Increased company revenue by informing customers of available products and their benefits.

-Developed methods to establish and clarify customers' needs and concerns.

-Handled walk in business and assisted customers with product selection and purchase.

-Trained fellow team members on policy updates.

-Asked to assist with new team members on a regular basis.

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## Education

### Centennial College

Software Engineering, Computer Software Engineering · (2021 - 2023)

### Sheridan College

Business Analyst, Business/Commerce, General · (2019 - 2020)