

# SHERYL LAWRENCE

Windsor, ON | 647-334-1763 | s\_lawrence0@yahoo.ca

## Summary

Highly motivated professional dedicated to cultivating positive client, staff and management connections. work ethic, adaptability and interpersonal skills. Comfortable working alone or with teams to accomplish on time and accurate tasks.

## Skills

- Oral and Written Communication
- Telephone Etiquette
- Teamwork
- Strong Organizational Skills
- Multitasking and Prioritization
- Time Management
- Problem-Solving
- Typing Speed of 60 WPM
- Records Management
- Microsoft Office

## Experience

**Records Clerk** **2021**  
**South West Detention Centre, Ministry of the Solicitor General** **Windsor, ON**

- Maintained up-to-date physical and digital files and a filing system.
- Prepared admission and discharge documents and verified legality.
- Utilized Microsoft Office programs to prepare a variety of reports and correspondence.
- Provided exceptional customer service to the public at counter window greeting visitors, accepting cash for deposit into inmate accounts and writing receipts.
- Communicated effectively with law enforcement, legal representatives, court staff, community agencies and institutional staff.

**Hearings Scheduler** **2020-2021**  
**Criminal Injuries Compensation Board, Ministry of the Attorney General** **Toronto, ON**

- Prioritized claims to be scheduled and analyzed files to determine appropriate logistical requirements for hearings.
- Maintained complete records of all client interactions in database management system.
- Compiled data and statistical reports to streamline future scheduling processes.
- Prepared daily agendas, hearing notices and summonses and verified their accuracy before distribution to Board Members.
- Processed invoice payments for any requested hearings related services.

**Case Distribution Officer** **2018-2020**  
**Criminal Injuries Compensation Board, Ministry of the Attorney General** **Toronto, ON**

- Implemented legislation related to records management ensuring applications and documents were accurately filed and recorded electronically for management and staff.
- Successfully opened, scanned and distributed all incoming mail within 24 hours of receipt while evaluating documents for completeness.
- Processed 3000 applications received in a three-week period accommodating as much as a 50% rise in workload with minimal assistance.
- Responded to telephone and electronic inquiries and maintained electronic inboxes.
- Created training manual and trained new unit staff.
- Maintained and ordered office supplies and scheduled service calls for office equipment.

**Food Service Officer** **2017-2018**  
**Toronto South Detention Centre, Ministry of the Solicitor General** **Toronto, ON**

- Supervised and instructed inmate helper's participation in the kitchen providing clear and concise instructions.
- Applied institutional security practices and procedures to ensure the safety and security of staff and inmates.
- Maintained inventory and identified and resolved workplace hazards, equipment malfunctions and food service issues.
- Maintained records of inmate and equipment checks in logbook.

**Dietary Aide** **2016-2018**  
**Kipling Acres, City of Toronto** **Toronto, ON**

- Efficiently provided food services to long-term care residents, while setting, clearing, cleaning and sanitizing dining rooms during and after each meal service.
- Reported and documented resident changes in consumption and behaviors.
- Changed food menus, when necessary, in consultation with Dietitians and Food Service Supervisors.

**Dietary Aide** **2016-2018**  
**Kensington Gardens** **Toronto, ON**

- Served specific meals to residents with special dietary and religious needs.
- Cleaned dining rooms and units, while maintaining health and sanitization standards.
- Engaged with residents to provide positive and enriching experiences.

## **Education**

**Certificate: Part-Time Coding Boot Camp** **2023-2024**  
**University of Toronto** **Windsor, ON**

**Diploma: Food and Nutrition Management** **2014-2016**  
**Humber College** **Toronto, ON**

**Bachelor of Arts: Criminology** **2008-2010**  
**Saint Mary's University** **Halifax, NS**

**Bachelor of Arts: Sociology** **2003-2008**  
**Memorial University of Newfoundland** **St. John's, NL**