

Susan Fung, BSc, BScKin

Self Taught | Leader | Team Player

With 9 years of experience in business operations, payroll, bookkeeping, and IT support, I am a highly organized individual who can problem solve and streamline business processes to increase efficiency and productivity in the workplace. My ability to learn quickly and work independently allowed me to gain experience in several areas of business operations and IT management. I am continuously learning to build my scope of knowledge and to excel at my work. Most recently, I have been developing my skills in process automation through scripting.

Skills

- Excellent Communication & Interpersonal Skills
- Organizational Design & Development
- Organizational Effectiveness
- Business Process Design & Improvement
- Change Management
- Information & Data Management
- IT & Technical Support
- IT Hardware Support
- Mobile Device Management
- Programming Languages (Ruby, R, HTML)
- Jamf Software
- Windows OS, Apple OS's
- Microsoft Office 365, Google G Suite
- Quickbooks, TSheets, Payworks
- Asana
- Website Administration & Updating

Experience

Big Plans for Little Kids (Calgary, AB) **OPERATIONS MANAGER**

September 2010 - July 2019

Promoted from Administrative Assistant to Operations Manager within the first year of employment for taking the initiative to work beyond the scope of the Administrative Assistant role.

Responsibilities include:

- Payroll automation through the use of R, resulting in a 50% decrease in processing time. The process involved extracting the data from one environment, completing the necessary manipulations and calculations using R, prior to uploading the revised data into the second environment.
- Managed, processed and submitted payroll for 100+ staff and contractors.
- Developed and managed IT infrastructure, and provided IT support via phone, email and in-person to identify, troubleshoot, and resolve hardware and software technology problems.
- Implemented and trained 100+ staff on company procedures, systems and technology through Professional Development seminars (online / in-person), ensuring proper staff learning and adherence to new processes.

- Developed and refined company procedures manual, resulting in increased staff productivity. This involved identifying areas of improvement through the use and / or integration of technology.
- Completed weekly and monthly bookkeeping and financial reporting, including AR / AP.
- Created and maintained financial record-keeping systems, resulting in an increase in bookkeeper and accountant efficiency by 50%.
- Managed and maintained the integration of electronic student records on multiple databases. This required data extraction and data uploading from one environment to another.
- Provided monthly reports on the status of student records, ensuring that 450+ student files are complete and in compliance with government requirements.
- Assisted the Director of Operations with budgeting, financial processing and reporting of an annual budget of approximately \$4.5 million.

Peak Power Sport Development (Calgary, AB)
OPERATIONS MANAGER / EXERCISE PHYSIOLOGIST

May 2009 - August 2010

Primarily managed business administration and operations while providing strength and conditioning services to clients.

Responsibilities include:

- Developed and managed IT infrastructure, and provided IT support identify, troubleshoot, and resolve hardware and software technology problems.
- Maintained website by updating HTML code and content.
- Developed and maintained the membership database to increase organization.
- Managed 500+ clients' accounts to ensure that all services completed have been paid for.
- Processed and submitted payroll for all staff.
- Completed weekly and monthly bookkeeping and financial reporting, including AR/AP.
- Increased bookkeeper efficiency by 50% by re-organizing the physical financial records and completing monthly bank statement reconciliations.

McKesson Canada (Edmonton, AB)
ALTERNATE QUALIFIED PERSON IN CHARGE

December 2006 - August 2007)

Lead supervisor in the narcotics department.

Responsibilities include:

- Packed and shipped 250+ customer orders.

- Daily and weekly audits of inventory to ensure accuracy and to track any loss of product.
- Collected overdue payments on past orders.
- Designated on-site health and safety advisor.

Education

GOOGLE IT SUPPORT PROFESSIONAL CERTIFICATE, Google August 2018

BACHELOR OF SCIENCE IN KINESIOLOGY, University of Alberta July 2009

BACHELOR OF SCIENCE, University of Alberta April 2006
Double Major in Mathematical Sciences and Biological Sciences

Professional Development

ALBERTA EMPLOYMENT LAW UPDATE, MLT Aikins November 2017, October 2019

JAMF NATION USER CONFERENCE, Jamf October 2017

HR PROFESSIONALS SEMINAR, MLT Aikins March 2017

EFFECTIVE LEADERSHIP AND SUPERVISION TRAINING, Reclaiming Youth April 2015

Volunteer Experience

Habitat for Humanity (Calgary, AB) November 2018 - Current
CONSTRUCTION

- Assisted with building homes to provide affordable housing for families.
- Learned how to use various tools to build the home properly and safely.

Federal Political Party (Calgary, AB) August 2019 - October 2019
DOOR KNOCKER

- Completed data matching and other office administrative tasks as required.

- Identified voters via door knocking and engaging residents in conversation.
- Scheduled door knocking volunteers and appointments with apartment building managers.
- Planned and lead door knocking teams.
- Trained 50+ new volunteers on door knocking procedures.

Provincial Political Party (Calgary, AB)
DOOR KNOCKER

February 2019 - April 2019

- Identified voters via door knocking and engaging residents in conversation.

University of Alberta Golden Bears Soccer Team (Edmonton, AB)
VARSITY THERAPIST

September 2007 – August 2009

- First responder in case of emergency during practice and games.
- Assisted in the rehabilitation of athletes.
- Prepared athletes for games/practices via taping and / or soft tissue release as outlined in their return to play notes from their Athletic Therapist.

Circle K International Western Canada District (Edmonton, AB)
BULLETIN EDITOR

September 2008 – August 2009

- Created, edited and distributed the bi-monthly district newsletter.
- Assist other district board members in their tasks/projects.

University of Alberta Circle K Club (Edmonton, AB) **September 2007 – August 2008**
VICE PRESIDENT PROJECTS

- Found and promoted volunteer projects throughout the year for the members.
- Delegated and advised the projects board members on anything project and Circle K related.
- Assisted the President and Vice-President General with overall club affairs.