

RÉSUMÉ WORLD INC.

1200 Markham Road, Suite 102

Toronto, Ontario

M1H 3C3

Telephone: (416) 438-3606

www.resumeworldinc.com

OBJECTIVE

To work for a challenging company which offers professional development and growth potential and to further build upon my academic training and experience to benefit the employer and advance my career.

EDUCATION

1997 - Present

YORK UNIVERSITY, Toronto, Ontario

Honours B.A., English Linguistics

1990 - 1996

WOBURN COLLEGIATE INSTITUTE, Toronto, Ontario

Grade 13 Diploma

WORK EXPERIENCE

Dec 1999 - Present
(part-time)

CICS REDSHAW INC., Toronto, Ontario

Receptionist/Administrative Assistant

- Manage a 30 line switchboard system and 45 extensions efficiently in a fast-paced, high pressure environment
- Deliver messages in English and French to staff via in-house computerized system

May 1998 - Sept 1999
(summer)

SNOW VALLEY SKI RESORT, Barrie, Ontario

Office Clerk

- Verified and processed daily deposits, maintenance contracts and supplied orders for the Accounting Department
- Prepared mass mailings for Sales and Marketing Department
- Handled and resolved customer concerns/complaints through diplomacy and effective communication, interpersonal and problem solving skills

Dec 1996 - May 1998

MCINTYRE ROWAN GROUP, Toronto, Ontario

Secretary/Receptionist

- Greeted staff, customers and visitors; arranged appointments and scheduled meetings
- Prepared correspondence using MS Excel and Word; managed a filing system and daily log book for all departments
- Received deliveries; prepared courier packages and other mail; sorted and distribute incoming mail

Continues...

Jan 1995 - Apr 1996
(part-time)

Toronto Computer and Translating Services, Toronto, Ontario

Administrative Assistant

- Processed and distributed all incoming calls; operated a switchboard with 22 lines and 40 extension
- Performed other duties such as ordering office supplies, preparing correspondence and updating weekly sales reports

VOLUNTEER EXPERIENCE

1998 - 1999

Private English Tutor

- Taught English to ESL students
- Prepared and delivered lessons
- Interacted with students daily to provide guidance and motivation

1997 - 1998

INTERLINGUA LANGUAGE SCHOOLS, Toronto, Ontario

Teaching Assistant

- Taught ESL to junior high and secondary school students
- Simplified and delivered lessons to meet each student learning ability

PROFESSIONAL DEVELOPMENT

BELL CANADA PHONE POWER

Handling Difficult Customers Workshop

KEYE PRODUCTIVITY CENTRE SEMINAR

Telephone Image and Presence

KEYE PRODUCTIVITY CENTRE SEMINAR

How to be a Better Receptionist

COMPUTER & OFFICE SKILLS

- Word, Excel, Windows 95 and 98
- Some experience in Windows NT
- Excellent keyboarding skills
- Professional telephone manner

REFERENCES

Available upon request

LOCATIONS

Résumé World Inc.
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