



Highlights

- * Worked extensively with the public providing individualized service
- * Completed MS Word Excel, Power Point and Publisher

Skills and Experience

Communication Skills

- * Greeted clients and established rapport both in person and over the phone
- * Assessed clients' concerns and needs to accurately access appropriate resources
- * Instructed groups of up to 30 multicultural people (how well did you do this?)
- * Speak intermediate level conversational French
- * Mentored colleagues in communication and problem solving techniques for conflict resolution
- * Interviewed, supervised, and trained paraprofessional and clerical staff (?turnover rates)

Administrative Skills

- * Maintained database of client attendance and progress, and material usage
- * Planned weekly, monthly, and annual programs and procedures
- * Maintained daily, tri-annual and annual statistical and anecdotal records
- * Managed inventory of items

Employment History

2004– 2006	Palliative Home Care Provider	Private Family residence, Victoria, BC
1994– 2003	Teacher Librarian	JxxxxxxElementary School, WxxxxxLxxx,
	Where	
	French Teacher	
1978– 1994	Classroom Teacher	TxxxxxElementary School, WxxxxxLxxxElementary School, WxxxxxLxxx, Where DxxVxxGxxxxxSchool, Where

Education and Training

MS Office (Word, Excel, Power Point, Publisher)	Excel Career College, Courtenay, BC
Conflict Resolution Program (10 courses)	Justice Institute of BC, New Westminster, BC
French as a Second Language	Laval University, Quebec, QC
Mediation I, Negotiation I, Conflict Resolution I	Yukon College, Whitehorse, YK
Bachelor of Education, International program	University of Alberta, Edmonton, AB

References upon request.