

Adam Learner

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OBJECTIVE: To secure full time employment as an Office Administrator

HIGHLIGHT OF QUALIFICATIONS

- Over three years experience performing Office Administration duties
- Certified as a Microsoft Office XP 2007 Specialist in Word, Excel, and Access with a typing speed of 45 wpm; obtained OSSD and Stellar Service Customer Service Certification; trained in WHMIS
- Demonstrated exceptional communication and customer service skills; developed and maintained active, professional relationships with volunteers, artists, agents, donors, clients, and customers
- Systems oriented and organized administrator; consistently meeting deadlines and obligations in a timely and accurate manner
- Highly developed teamwork skills, with the complimentary ability to initiate tasks and projects independently

RELEVANT SKILLS

Administration

- Proofed and vetted contracts and riders, tracked contract details using sector specific database software
- Ensured that contractual obligations were fulfilled: liaised with interdepartmental agents including financial department; purchased necessary supplies; communicated closely with corporate partners
- Developed and maintained a website for Sustainable Cycles—including a detailed e-Commerce portal—using JOOMLA! content management software
- Operated multi-line phones, fax machines, printers, copiers, scanners, and postage meters in fast-paced office environments

Management

- Managed a staff of 10 employees in a busy cafe, prepared schedules, performed purchasing and inventory duties, developed and implemented policy and procedures
- Performed event planning duties: managed logistics for “Elegance and Fire”, a gala event that raised \$24,000 for the Kitchener-Waterloo Symphony
- Organized volunteers; identified tasks to be completed, solicited volunteers for specific duties, and maintained a detailed contact list
- Performed artist management duties: liaised closely with artists and agents, coordinated travel arrangements, booked flights and arranged accommodations for artists using web-based applications

WORK HISTORY

Website Developer (Contract) , Sustainable Cycles, Kitchener, ON	2008-Present
Orchestra Operations Intern , Kitchener-Waterloo Symphony, Kitchener, ON	2010
Operations Manager , Exhibit Café, Kitchener, ON	2009-2010
Customer Service Representative , Aroma Café, Waterloo, ON	2008-2009
Data Migration Specialist (Contract) , recipeland.com, Guelph, ON	2008
Tutor (Part Time) , Private Contract, Kitchener, ON	2007-2008
Administrative Assistant (Contract) , Haslam Financial, Kitchener, ON	2007

VOLUNTEER EXPERIENCE

Committee Member , Women and Aids Working Group: ACCKWA, Kitchener, ON	2010-Present
Research and Development Coordinator , Doorstep Ministries, Kitchener, ON	2010-Present
Customer Service Representative , Queen Street Commons Café, Kitchener, ON	2009-2010
Host Parent , Canada World Youth, Kitchener, ON	2008
Chapter President , Society for Creative Anachronism, Kitchener, ON	2004-2007

EDUCATION AND TRAINING

Office Customer Service Specialist , Regional Municipality of Waterloo, Kitchener, ON	2010
Stellar Service Customer Service Certificate , Regional Municipality of Waterloo, Kitchener, ON	2010
Microsoft Office XP 2007 Specialist Certifications , The Working Centre, Kitchener, ON	2010
<ul style="list-style-type: none">• Certified in MS Word, Excel, and Access	
University Courses , Wilfrid Laurier University, Waterloo, ON	2003-2004
Ontario Secondary School Diploma , St. Clair Secondary School, Sarnia, ON	2003

References Available Upon Request