

Professional Summary

I am an employee committed to approaching the workplace with respect and dedication. I am an avid learner who is quick to acquire new knowledge and skills to further my personal growth. I am social and outgoing which translates well into excellent communication and presentation abilities. I've worked within the social services sector for over 15 years and I am passionate about helping people live their best lives.

Skills

- Bilingual in English and Portuguese
- Organized with strong research, problem solving and administrative skills
- Exceptional communication skills
- Experience traveling, working and studying abroad
- Microsoft Office and Excel proficient

Work History and Education

Information Referral Coordinator/Mandatory Information Program Presenter 11/2022 to Current

Axis Family Mediation – Hamilton

- Provide information on non-legal issues related to family law
- Facilitate and run the MIP presentations
- Provide information about mediation services and take referrals

Support Worker 11/2006 to Current

Niagara Support Services – Port Robinson

- Provide behavioral/emotional support and supervision for those with mental health and developmental disabilities
- Manage client records through our company database, record data for behavior support plans and maintain medical administration records
- Administer daily medications
- Provide assistance with daily living (finance, relationships, community outreach, housekeeping, food prep and hygiene)
- Use a person centered approach to provide respect and dignity to the people supported in order to enable them to fully participate in community life.

Travel Counsellor 06/1998 to 04/2010

Ontario Tourism Marketing Partnership Corporation – Niagara Falls

- Customized travel itineraries for tourists traveling within Ontario which included assistance with booking accommodation, attractions and tours.
- Supervised up to 6 staff while performing the duties of the full-time travel counsellor.
- Administrative duties include: correspondence through mail, e-mail and phone, maintained maintenance records for the building, filing, maintained inventory of tickets as well as financial records of tickets and items sold, maintained inventory of brochures and maintained statistics for future planning

English Teacher 11/2000 to 06/2001

Nova English Conversation School – Tokyo, Japan

- Taught English conversation to children and adults of various speaking levels, and maintained thorough records of each student taught
- Planned and executed lessons, executed assessments and placements of new students, involved in sales program for the school by giving information and lesson demos

Administration 05/2003 to 04/2006

PVS Contractors – St. Catharines

- Large scale data entry using speed while maintaining accuracy
- Answered and managed incoming phone calls from clients and customers, as well as communication with locators.
- Executed faxing and filing daily

Education

Bachelor of Arts: Linguistics/TESL certified
Brock University - St. Catharines

2005

Educational Assistant Certificate

Fanshawe College - Ontario Learn distance education

Accomplishments and Interests

Certificates

- First Aid certified
- Safety Care certified
- Trained in Non-Violent Crisis Intervention
- Completed several courses and participated in a number of conferences on Autism and developmental disabilities
- TESL certified, previous member of TESL Ontario

Travel/Culture/Exercise Enthusiast

- Spent one year as a Rotary Exchange student in Brazil and taught English in Tokyo Japan for 8 months
- I've hosted several exchange students from Japan, Brazil and Mexico
- I have run several long distance races including a marathon and cycled several Gran Fondos.
- Fundraised and ran with a client in her wheelchair for the Rankin Cancer run.
- Spending time hiking with my husband, 3 active boys, and my dog rescue Bowie