

Michelle Bassford
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SUMMARY OF SKILLS

- 5+ years experience as an **Administrative Assistant** in a corporate environment
- Excellent computer skills; MS Word, Excel, AccPac, CorelDraw, MS Publisher, JD Edwards, LiveLink, internet research, email; type 50 wpm
- Basic bookkeeping skills: AR, AP, invoicing, petty cash, cash register experience, & data entry
- Effective interpersonal skills and participation in teams to achieve goals
- Leadership skills; hiring, training, performance management, scheduling
- Customer service; pleasant personality and polite telephone manner; willing to go the extra mile
- Strong marketing capabilities, able to meet deadlines and maintain a sense of humor

EMPLOYMENT HISTORY

Ivanhoe Cambridge Inc., Burlington & Toronto, ON 2001-2005

Customer Service Supervisor 2002 – 2005

Mapleview Shopping Centre

- Provided front-line customer service to 100's of shoppers and retailers daily
- Supervised 4 employees to work as a team to reach the companies objectives
- Sold \$1.2 million dollars in Mapleview Gift Certificates in 2004; 33% increase from 2003
- Reduced annual cost by \$750 by implementing a paper saving procedure; laminated and used dry markers on frequently used forms
- Created work schedules & tracked and motivated individual & team performance
- Implemented free secretarial service to mall tenants that included spreadsheets, forms, letters

Administrative Assistant 2001 - 2002

The Simpson Tower

- Provided executive support to 3 key property managers of a 32 storey office tower
- Prepared flyers & memos for 800 to 1,000 people working in the building
- Assisted in marketing by producing special event/occasion posters to be displayed in lobbies
- Maintained attendance & vacation records for staff of 9 and submitted hours to HR
- Assisted with preparing \$740,000 annual budget
- Handled 6-line phone system transferring calls to building technicians via two-way radio and 4 extensions
- Promoted to Customer Service Supervisor

Zenon Environmental Inc., Oakville, ON 2000 (contract)

Document Control Clerk

- Compiled, maintained and updated database (FoxPro, LiveLink) on daily basis for access by project managers
- Produced copies & scanned documents to be distributed to 10+ departments
- Reviewed hundreds of documents on a daily basis to ensure proper documentation; entered all documents into FoxPro database & organized hard copies into proper binders
- Reception relief; handled 10-line phone system, greeted visitors, prepared courier items

MTM Steeling Processing, Oakville, ON

1999-2000

Office Administrator

- Processed all incoming/outgoing work orders; distributed to proper departments
- Provided front office support for a staff of 6
- Assisted AR & AP
- Reconciled monthly bank statements
- Maintained files & documents to support 3 departments
- Scheduled conferences & appointments; handled 5-line phone system

EDUCATION/TRAINING

Ontario Shopping Centre Management Program – 2003/2004

Operations & Marketing semesters – Sheridan College

Standard First Aid/CPR certified – St. John Ambulance February 2005

Academy of Learning - St. Catharines, ON

Specialized Office Management and Computer Skills

- received honors diploma in Microcomputer Business Applications; March 1999

Fort Erie Secondary School (O.S.S.D.)

- graduated grade 12

Attend numerous one-day seminars such as **Problem Solving, Conference for Women, & Conflict Management** through SkillPath Seminars

VOLUNTEER EXPERIENCE

Member of the Board of Directors – (HCC191) Harbourview Condominiums (2001 – 2004)

- prepare/approve \$420,000 annual budget
- contributed to decision making processes for major/minor expenditures

Member of the Board of Directors - Bordertowne Co-op Housing (1996)

- performed Secretary duties; responsible for recording minutes of meetings, endorsing cheques, produced memos/letters for tenants

Chairman of the Fire Safety Committee (1995 – 1999)

- maintained fire safety policies throughout Co-op Housing
- performed monthly inspection of all fire safety equipment in 56 unit building
- reported directly to Fire Department when alarm sounded