

Greg General Studies

Halifax, NS
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SKILLS AND QUALIFICATIONS

Technical:

- Media Skills: Proficiency in Microsoft Word, Publisher, and PowerPoint.

Interpersonal:

- Inclusivity and Diversity: training and experience in inclusive customer service and group environments in regard to race, ethnicity, religion, gender identity, sexual orientation, (dis)ability, age, and class.
- Organizing and Planning: organized, promoted, and facilitated workshops and events, including collaborative events between multiple school and community organizations.
- Teamwork and Leadership: Worked as both a team leader and member, creating safe discussion spaces for challenging topics, and planning with in teams with diverse goals, backgrounds, and skills.

EDUCATION

Bachelor of Science, Chemistry

Dalhousie University, Halifax, NS 2019-Present
- *Relevant Courses:* Structure and Reactivity, Energy and Equilibrium, Inorganic Chemistry

EXPERIENCE

Barista

Just Us Coffee Roasters Co-op, Halifax, NS 2018-Present

- Created a positive customer experience
- Prepared and served Coffee, Baked Goods, and Sandwiches
- Worked in a diverse employee environment that focuses on safe spaces and inclusion.

GREG GENERAL - STUDIES

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Hype Team Member

2019-Present

Get REAL Dal, Halifax, NS

- Coordinated the Get Colorful Event, a community art project that encourages everyone to come together to create a visual art piece
- Facilitated roundtables with a diverse group of students
- Took the lead on campus with general campus engagement, running inclusivity campaigns, events and booths

ADDITIONAL VOLUNTEER EXPERIENCE

Co-Chair, Gender and Sexuality Alliance (GSA)

2016-2019

Citadel High School, Halifax, NS

- Organized school-wide educational events in conjunction with staff and other student groups
- Made referrals and recommendations for student and youth support resources
- Promoted events within the school, as well as across multiple schools in the municipality

Volunteer Medical Responder

2019-Present

St. John Ambulance, Halifax, NS

- Provide Standard first aid to students and faculty members at Dalhousie University.
- Promote mental health awareness to the student body through events, and therapy-dog sessions to decrease stigma, and promote wellness on campus.

CERTIFICATIONS

Advanced Medical First Responder Training

2019

St. John Ambulance, Halifax, NS

Mental Health First Aid

2019

St. John Ambulance, Halifax, NS

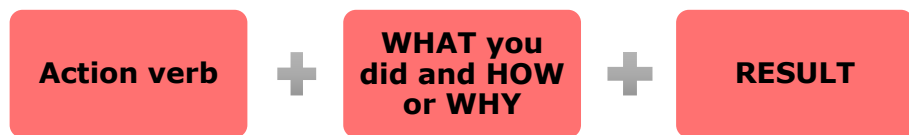


Action Statements

If you were face-to-face with an employer right now, what would you say? What skills and knowledge would you highlight? To capture your experiences and accomplishments on your résumé (and to stand out!) use **ACTION STATEMENTS**.

Tips:

- Quantify whenever possible, it adds perspective.
- Results are PROOF that you are effective.
- Avoid language such as “duties included” or “responsibilities were”; the employer wants to hear how and what **YOU** did
- Ask yourself, “What is the employer looking for in an ideal candidate?” and “How can I demonstrate that?”



Ineffective Action Statement	Effective Action Statement
<ul style="list-style-type: none"> Responsible for filling outside orders 	<ul style="list-style-type: none"> Processed corporate customer’s orders in excess of twenty thousand dollars while ensuring high customer satisfaction levels were maintained
<ul style="list-style-type: none"> Started a new program. 	<ul style="list-style-type: none"> Created and implemented a new youth mentoring program by assessing the needs of youth in the community through one-on-one interviews and focus groups which resulted in 80% participation of local high school students

Examples:

- Provided excellent customer service: assessed client’s needs, suggested products and always followed up.
- Performed study on agency effectiveness by interviewing staff and reviewing case court documents; recommended changes to manager were implemented.
- Collaborated with 12 peers to create and implement a recycling program: resulted in a reduction of paper consumption by 50%
- Resolved 25 client calls per day by responding to inquiries on various financial accounts resulting in improved client relations and decreased client complaints
- Researched and determined status of un-cashed checks and created a system to help track future unclaimed obligations which resulted in the initial savings of \$184,000 and \$20,000 annually
- Supervised and counselled 80 students on various issues from academic difficulties to peer pressure while observing strict confidentiality at all times
- Developed an application to replicate tables between databases providing the client with more power in function and flexibility throughout platforms using C and ESQL on a UNIX platform

ACTION VERBS			
Management skills	Communication Skills	Research Skills	Technical Skills
Administered Analyzed Assigned Attained Chaired Coordinated Delegated Developed Directed Evaluated Improved Increased Initiated Integrated Organized Oversaw Planned Prioritized Produced Recommended Reviewed Scheduled Supervised	Addressed Arbitrated Arranged Authored Collaborated Corresponded Developed Directed Drafted Edited Enlisted Formulated Influenced Interpreted Lectured Mediated Moderated Negotiated Persuaded Promoted Publicized Reconciled Recruited	Analyzed Clarified Collected Compared Conducted Critiqued Detected Determined Diagnosed valuated Examined Experimented Explored Extracted Formulated Gathered Inspected Interviewed Invented Investigated Located Measured Organized	Adapted Applied Assembled Built Calculated Computed Constructed Converted Debugged Designed Determined Developed Engineered Fabricated Fortified Installed Maintained Operated Overhauled Printed Programmed Rectified Regulated
Teaching/Helping Skills	Financial Skills	Creative Skills	Clerical Skills
Adapted Advised Assessed Clarified Coached Communicated Coordinated Counseled Demonstrated Educated Enabled Encouraged Evaluated Explained Facilitated Guided Informed Instructed Trained	Administered Adjusted Allocated Analyzed Appraised Assessed Audited Balanced Budgeted Calculated Computed Conserved Corrected Determined Developed Estimated Forecasted Managed	Acted Conceptualized Created Customized Designed Developed Directed Established Fashioned Founded Illustrated Initiated Integrated Introduced Invented Performed Planned Shaped	Approved Arranged Catalogued Classified Collected Compiled Dispatched Generated Implemented Inspected Monitored Operated Organized Prepared Processed Purchased Recorded Retrieved Screened